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Block 20 of SF 1449, continued

## SCHEDULE OF FEES

The following table shows the appropriate contract line item numbers (CLINs) for each Travel Area (TA) represented. Offerors are required to submit the complete Schedule (two year base period and three one year option periods) for each Travel Area they are proposing on. **Offerors are required to submit a copy of the table below and to indicate with an “X” in the last column for those CLINs they are NOT proposing on.**

Travel Area	Geographical Area	Base Period	Option Period 1	Option Period 2	Option Period 3	No Proposal
1	MD, OH, WV	0001	0101	0201	0301	
2	KS, OK	0002	0102	0202	0302	
3	CO, UT	0003	0103	0203	0303	
4	FL (see note 1 for exceptions)	0004	0104	0204	0304	
5	GA	0005	0105	0205	0305	
6	HI & US Pacific territories	0006	0106	0206	0306	
7	Central CA (see note 2)	0007	0107	0207	0307	
8	Northern CA (see note 3), NV	0008	0108	0208	0308	
9	LA	0009	0109	0209	0309	
10	DE, NJ, PA	0010	0110	0210	0310	
11	AK, ID, MT, OR, WA, WY	0011	0111	0211	0311	
12	TX	0012	0112	0212	0312	
13	AZ, NM, Southern CA (see note 4)	0013	0113	0213	0313	
14	VA (see note 5 for exceptions), Cuba	0014	0114	0214	0314	
15	NC, SC, Central & South America Caribbean (less Cuba)	0015	0115	0215	0315	
16	CT, MA, ME, NH, NY, RI, VT, Canada	0016	0116	0216	0316	
17	AL, AR, MS, TN, FL (see note 6)	0017	0117	0217	0317	
18	National Capitol Region (see note 7)	0018	0118	0218	0318	

Note 1: FL except the counties of Bay, Calhoun, Escambia, Gulf, Holmes, Jackson, Okaloosa, Santa Rosa, Walton, and Washington

Note 2: CA counties of Kern, Los Angeles, San Bernardino, San Louis Obispo, Santa Barbara, and Ventura

Note 3: All CA except the counties of Kern, Los Angeles, San Bernardino, San Louis Obispo, Santa Barbara, Ventura, Imperial, Orange, Riverside, and San Diego

Note 4: CA counties of Imperial, Orange, Riverside, and San Diego

Note 5: VA except the counties of Arlington, and Fairfax and independent cities of Alexandria, Fairfax and Falls Church

Note 6: Includes the FL counties of Bay, Calhoun, Escambia, Gulf, Holmes, Jackson, Okaloosa, Santa Rosa, Walton, and Washington

Note 7: Includes District of Columbia and the VA counties of Arlington, and Fairfax and VA independent cities of Alexandria, Fairfax, and Falls Church

### SCHEDULE OF FEES - SMALL BUSINESS SET-ASIDES

The following table shows the appropriate contract line item numbers (CLINs) for small business set-asides. Offerors are required to submit the complete Schedule (two year base period and three one year option periods) for each small business set-aside they are proposing on. **Offerors are required to submit a copy of the table below and indicate with an “X” in the last column for those CLINs they are NOT proposing on.**

Travel Area	Geographical Area	Base Period	Option Period 1	Option Period 2	Option Period 3	No Proposal
1A		0019	0119	0219	0319	
2A	McConnell AFB, KS	0020	0120	0220	0320	
2B	Tinker AFB, OK	0021	0121	0221	0321	
3A	Hill AFB, UT	0022	0122	0222	0323	
4A	MacDill AFB, FL	0023	0123	0223	0323	
4B	Tyndall AFB, FL	0024	0124	0224	0324	
5A	Robbins AFB, GA	0025	0125	0225	0325	
5B	Moody AFB, GA	0026	0126	0226	0326	
6A		0027	0127	0227	0327	
7A	Edwards AFB, CA	0028	0128	0228	0328	
8A	Travis AFB, CA	0029	0129	0229	0329	
9A		0030	0130	0230	0330	
10A	Dover AFB, DE	0031	0131	0231	0331	
10B	McGuire AFB, NJ	0032	0132	0232	0332	
11A	Malstrom AFB, MT	0033	0133	0233	0333	
11B	Fairchild AFB, WA	0034	0134	0234	0334	
11C	McChord AFB, WA	0035	0135	0235	0335	
11D	ANG, Great Falls, MT	0036	0136	0236	0336	
12A		0037	0137	0237	0337	
13A	Kirtland AFB, NM	0038	0138	0238	0338	
14A		0039	0139	0239	0339	
15A	Shaw AFB, SC	0040	0140	0240	0340	
15B	Charleston AFB, SC	0041	0141	0241	0341	
16A	Hanscom AFB, MA	0042	0142	0242	0342	
17A	Eglin AFB, FL	0043	0143	0243	0343	
17B	Hurlburt Field, FL	0044	0144	0244	0344	
18A	Bolling AFB, DC	0045	0145	0245	0345	
R6A	Scott AFB, IL	0046	0146	0246	0346	

NOTE: CLINs 0047 – 0100, 0147 – 0200, 0247 – 0300 are reserved for future use.

The Contractor shall provide full contract performance to locations within each Travel Area as identified on Task Orders issued against this contract. A phased approach, reflecting expiration of current travel service contracts, will be utilized to identify locations for each Task Order.

Work under this contract shall only commence as scheduled in the Task Order.

## SCHEDULE OF FEES

<b>Base Period - 24 Months</b>
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TRAVEL AREA \_\_\_\_\_

CLIN

- \_\_\_\_\_AA OFFICIAL TRAVEL SERVICES FOR DoD – Provide a Percentage \_\_\_\_\_%  
of the ARC Rate (PAR) for official air travel services. The equation  
shall include consideration of all vendor commissions received.  
(See Note 1)
- \_\_\_\_\_AB TRAVELERS NOT USING THE CUI  
Provide CUI data entry services for travelers not using the CUI. This \$\_\_\_\_\_  
does not apply to enroute changes.
- \_\_\_\_\_AC LEISURE IN CONJUNCTION WITH OFFICIAL TRAVEL -  
Provide a fee based on commissions received from sales of leisure  
point-to-point reservation and ticketing on scheduled common carriers \$\_\_\_\_\_  
when provided in conjunction with Official Travel.
- \_\_\_\_\_AD LEISURE IN CONJUNCTION WITH OFFICIAL TRAVEL -  
Provide a fee based on a percent of the commissions paid to the CTO  
for leisure reservations made for lodging or rental vehicles in \$\_\_\_\_\_  
conjunction with Official Travel.
- \_\_\_\_\_AE DATA - Data IAW the requirements set forth in the Reports Annex NSP

<b>Option Period 1 - 12 Months</b>
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TRAVEL AREA \_\_\_\_\_

CLIN

- \_\_\_\_\_AA OFFICIAL TRAVEL SERVICES FOR DoD – Provide a Percentage \_\_\_\_\_% of the ARC Rate (PAR) for official air travel services. The equation shall include consideration of all vendor commissions received. (See Note 1)
- \_\_\_\_\_AB TRAVELERS NOT USING THE CUI  
Provide CUI data entry services for travelers not using the CUI. This \$\_\_\_\_\_ does not apply to enroute changes.
- \_\_\_\_\_AC LEISURE IN CONJUNCTION WITH OFFICIAL TRAVEL -  
Provide a fee based on commissions received from sales of leisure point-to-point reservation and ticketing on scheduled common carriers when provided in conjunction with Official Travel. \$\_\_\_\_\_
- \_\_\_\_\_AD LEISURE IN CONJUNCTION WITH OFFICIAL TRAVEL -  
Provide a fee based on a percent of the commissions paid to the CTO for leisure reservations made for lodging or rental vehicles in conjunction with Official Travel. \$\_\_\_\_\_
- \_\_\_\_\_AE DATA - Data IAW the requirements set forth in the Reports Annex NSP

**Offerors must complete the Base and Option Periods for each Travel Area proposed**

## SCHEDULE OF FEES

Option Period 2 - 12 Months
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TRAVEL AREA \_\_\_\_\_

CLIN

- \_\_\_\_\_AA OFFICIAL TRAVEL SERVICES FOR DoD – Provide a Percentage \_\_\_\_\_% of the ARC Rate (PAR) for official air travel services. The equation shall include consideration of all vendor commissions received. (See Note 1)
- \_\_\_\_\_AB TRAVELERS NOT USING THE CUI  
Provide CUI data entry services for travelers not using the CUI. This \$\_\_\_\_\_ does not apply to enroute changes.
- \_\_\_\_\_AC LEISURE IN CONJUNCTION WITH OFFICIAL TRAVEL -  
Provide a fee based on commissions received from sales of leisure point-to-point reservation and ticketing on scheduled common carriers when provided in conjunction with Official Travel. \$\_\_\_\_\_
- \_\_\_\_\_AD LEISURE IN CONJUNCTION WITH OFFICIAL TRAVEL -  
Provide a fee based on a percent of the commissions paid to the CTO for leisure reservations made for lodging or rental vehicles in conjunction with Official Travel. \$\_\_\_\_\_
- \_\_\_\_\_AE DATA - Data IAW the requirements set forth in the Reports Annex NSP

**Option Period 3 - 12 Months**

TRAVEL AREA \_\_\_\_\_

CLIN

- \_\_\_\_\_AA OFFICIAL TRAVEL SERVICES FOR DoD – Provide a Percentage \_\_\_\_\_% of the ARC Rate (PAR) for official air travel services. The equation shall include consideration of all vendor commissions received. (See Note 1)
- \_\_\_\_\_AB TRAVELERS NOT USING THE CUI  
Provide CUI data entry services for travelers not using the CUI. This \$\_\_\_\_\_ does not apply to enroute changes.
- \_\_\_\_\_AC LEISURE IN CONJUNCTION WITH OFFICIAL TRAVEL -  
Provide a fee based on commissions received from sales of leisure point-to-point reservation and ticketing on scheduled common carriers \$\_\_\_\_\_ when provided in conjunction with Official Travel.
- \_\_\_\_\_AD LEISURE IN CONJUNCTION WITH OFFICIAL TRAVEL -  
Provide a fee based on a percent of the commissions paid to the CTO for leisure reservations made for lodging or rental vehicles in \$\_\_\_\_\_ conjunction with Official Travel.
- \_\_\_\_\_AE DATA - Data IAW the requirements set forth in the Reports Annex NSP

**Offerors must complete the Base and Option Periods for each Travel Area proposed**

Fees for Leisure in Conjunction with Official Travel are paid to Bona Fide Morale Welfare and Recreation Funds designated in paragraph 10.



**NOTE 1.** The PAR will be used to calculate the monthly payment by the vendor to the Government. The PAR calculation involves the following amounts and rates, from the sources indicated:

<u>LABEL</u>	<u>DESCRIPTION</u>	<u>SOURCE</u>
Monthly Air Sales	Specific Travel Area air dollar volume for both Domestic and International flights	See workload data
Domestic ARC rate	Monthly average rate of airline commissions <b>NOTE:</b> Varies by ARC monthly publication	ARC monthly publication available through their fax publication service
Monthly commission amount	Monthly amount of airline commission	Monthly Air Sales multiplied by the Domestic ARC rate
Vendor Percent of ARC Rate (PAR)	PAR proposed by Vendor <b>NOTE:</b> Remains constant for every month throughout the contract period	Proposed in the Schedule of the contract
Vendor Amount to DoD	Monthly amount provided by Vendor to DoD. <b>NOTE:</b> Payment due NLT 3 business days after ARC publishes the monthly rate.	Monthly commission amount * Vendor PAR

<u>EXAMPLE</u>	<u>Base period month 1</u>	<u>Base period month 2</u>
Air Sales (Domestic and International)	\$ 1,000,000	\$ 1,000,000
Domestic ARC rate	7.00%	6.00%
Monthly commission amount	\$ 70,000	\$ 60,000
Vendor PAR	32%	32%
Vendor Amount to DoD	\$ 22,400	\$ 19,200

The following contract clause is hereby incorporated by reference:

**FAR 52.212-4 Contract Terms and Conditions - Commercial Items (May 1999)**

The following contract clause is hereby incorporated in full text:

**FAR 52.212-5 Contract Terms and Conditions Required to Implement Statutes or Executive Orders  
-- Commercial Items (MAY 1999)**

(a) The Contractor agrees to comply with the following FAR clauses, which are incorporated in this contract by reference, to implement provisions of law or executive orders applicable to acquisitions of commercial items:

- (1) 52.222-3, Convict Labor (E.O.11755); and
- (2) 52.233-3, Protest after Award (31 U.S.C 3553).

(b) The Contractor agrees to comply with the FAR clauses in this paragraph (b) which the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or executive orders applicable to acquisitions of commercial items or components:

\_\_\_ (1) 52.203-6, Restrictions on Subcontractor Sales to the Government, with Alternate I (41 U.S.C.253g and 10 U.S.C.2402).

\_\_\_ (2) 52.219-3, Notice of HUBZone Small Business Set-Aside (Jan 1999).

\_\_\_ (3) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (Jan 1999) (if the offeror elects to waive the preference, it shall so indicate in its offer).

\_\_\_ (4)

\_\_\_(i) 52.219-5, Very Small Business Set-Aside (pub. L. 103-403, section 304, small Business Reauthorization and Amendments Act of 1994).

\_\_\_(ii) Alternate I to 52.219-5.

\_\_\_(iii) Alternate II to 52.219-5.

\_\_\_ (5) 52.219-8, Utilization of Small Business Concerns (15 U.S.C. 637 (d)(2) and (3)).

\_\_\_ (6) 52.219-9, Small Business Subcontracting Plan (15 U.S.C. 637 (d)(4)).

\_\_\_ (7) 52.219-14, Limitations on Subcontracting (15 U.S.C.637(a)(14)).

\_\_\_ (8) (i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323) (if the offeror elects to waive the adjustment, it shall so indicate in its offer).

(ii) Alternate I of 52.219-23.

- \_\_\_ (9) 52.219-25, Small Disadvantaged Business Participation Program-Disadvantaged Status and Reporting (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).
- \_\_\_ (10) 52.219-26, Small Disadvantaged Business Participation Program-Incentive Subcontracting (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).
- \_\_\_ (11) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).
- \_\_\_ (12) 52.222-26, Equal Opportunity (E.O.11246).
- \_\_\_ (13) 52.222-35, Affirmative Action for Disabled Veterans and Veterans of the Vietnam Era (38 U.S.C.4212).
- \_\_\_ (14) 52.222-36, Affirmative Action for Workers with Disabilities (29 U.S.C.793).
- \_\_\_ (15) 52.222-37, Employment Reports on Disabled Veterans and Veterans of the Vietnam Era (38 U.S.C.4212).
- \_\_\_ (16) 52.225-3, Buy American Act -- Supplies (41 U.S.C.10).
- \_\_\_ (17) 52.225-9, Buy American Act -- Trade Agreements Act --Balance of Payments Program (41 U.S.C.10, 19 U.S.C.2501-2582).
- \_\_\_ (18) [Reserved]
- \_\_\_ (19) 52.225-18, European Union Sanction for End Products (E.O.12849).
- \_\_\_ (20) 52.225-19, European Union Sanction for Services (E.O.12849).
- \_\_\_ (21)
- \_\_\_ (i) 52.225-21, Buy American Act -- North American Free Trade Agreement Implementation Act --Balance of Payments Program (41 U.S.C. 10, Pub.L.103-187).
- \_\_\_ (ii) Alternate I of 52.225-21.
- \_\_\_ (22) 52.232-33, Payment by Electronic Funds Transfer-Central Contractor Registration (31 U.S.C. 3332).
- \_\_\_ (23) 52.232-4, Payment by Electronic Funds Transfer-Other Than Central Contractor Registration (31 U.S.C. 3332).
- \_\_\_ (24) 52.232-36, Payment by Third Party (31 U.S.C. 3332).]
- \_\_\_ (25) 52.239-1, Privacy or Security Safeguards (5 U.S.C.552a).
- \_\_\_ (26) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (46 U.S.C.1241).

(c) The Contractor agrees to comply with the FAR clauses in this paragraph (c), applicable to commercial services, which the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or executive orders applicable to acquisitions of commercial items or components:

\_\_\_ (1) 52.222-41, Service Contract Act of 1965, As Amended (41 U.S.C.351, et seq.).

\_\_\_ (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (29 U.S.C.206 and 41 U.S.C.351, et seq.).

\_\_\_ (3) 52.222-43, Fair Labor Standards Act and Service Contract Act -- Price Adjustment (Multiple Year and Option Contracts) (29 U.S.C.206 and 41 U.S.C.351, et seq.).

\_\_\_ (4) 52.222-44, Fair Labor Standards Act and Service Contract Act -- Price Adjustment (29 U.S.C.206 and 41 U.S.C.351, et seq.).

\_\_\_ (5) 52.222-47, SCA Minimum Wages and Fringe Benefits Applicable to Successor Contract Pursuant to Predecessor Contractor Collective Bargaining Agreement (CBA) (41 U.S.C.351, et seq.).

(d) Comptroller General Examination of Record. The Contractor agrees to comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records -- Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c) or (d) of this clause, the Contractor is not required to include any FAR clause, other than those listed below (and as may be

required by an addenda to this paragraph to establish the reasonableness of prices under Part 15), in a subcontract for commercial items or commercial components --

- (1) 52.222-26, Equal Opportunity (E.O.11246);
- (2) 52.222-35, Affirmative Action for Disabled Veterans and Veterans of the Vietnam Era (38 U.S.C.4212);
- (3) 52.222-36, Affirmative Action for Workers with Disabilities (29 U.S.C.793); and
- (4) 52.247-64, Preference for Privately-Owned U.S.- Flag Commercial Vessels (46 U.S.C.1241) (flow down not required for subcontracts awarded beginning May 1, 1996).

(End of Clause)

## **STATEMENT OF WORK**

### **Official Travel**

#### **1. STATEMENT OF OBJECTIVES.**

1.1 The Government's objective is to acquire travel management services supported by a seamless, paperless process which:

1.1.1. Meets the needs of travelers, commanders, and process owners; reduces costs; supports mission requirements; and provides superior customer service.

1.1.2. Provides capabilities that satisfy the requirements outlined in this statement of work. The DoD requires an automated integrated approach between the commercial travel office (CTO) and the DoD Defense Travel System (DTS) automated common user interface (CUI). Any leisure services requested by the traveler in conjunction with official travel will NOT be done through the CUI. The traveler may provide appropriate comments to the commercial travel office in the remarks fields of the travel request for the CTO to process outside the CUI. Travelers will be responsible for any costs that exceed the official portion of the trip.

1.1.3. Obtains a single official travel service contractor to provide official travel management services within each specified Travel Area.

1.1.4. Provides system flexibility to permit continuous technical refreshments to the Defense Travel System based on advances in proven information technologies.

1.2. The Government may negotiate with the Contractor the extension of any or all services required by this contract to other federal agencies pursuant to the provisions of the Economy Act (31USC1535) and all applicable regulations and directives.

#### **2. SCOPE OF WORK.**

2.1. The Contractor shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to perform travel management services as defined in this Statement of Work. Travel management services shall be provided for all authorized official travel performed by DoD travelers assigned to organizations in the respective Travel Areas (TA) as specified in the Workload Data.

2.1.1. Locations within each Travel Area may be added, deleted, downgraded, relocated totally or in part, or realigned due to Service organizational or operational changes, and/or base realignment or closures. If this occurs, the contractor will be notified by the Contracting Officer at the earliest possible date and the Contractor shall comply as expeditiously as possible but no later than 90 days from the date of notification. These changes will be at no cost to the Government.

2.1.2. The contractor shall not employ any person who is an employee, a former employee or officer of the United States Government, or member of the military service if the employment of that person would create a conflict of interest, unless such person seeks and receives approval for such employment in

accordance with Standards of Ethical Conduct for Employees of the Executive Branch, 5 CFR 2635 and its DoD or other Departmental Supplement. Prior to hiring current Government civilian employees or military members, the contractor shall provide written approval for such employees to the Contracting Officer's Representative (COR) and the employee's supervisor or military member's commander.

2.1.3. The Defense Travel System Common User Interface (CUI) will facilitate the official travel services being solicited. The CUI has the capacity and shall maintain travel management services data in the CUI for all official arrangements made through the Defense Travel System. This data shall be made available to the Government via the CUI and travel data reporting will not be a requirement of the CTO contractor.

2.1.4. Emergency Services. The contractor shall provide services in response to national emergencies, accident investigations, aircraft recovery teams, evacuations, rescue operations, civil disturbances, national disasters, military peacetime and wartime contingency operations, exercises and personal passenger emergencies. At all times during national emergencies, the contractor shall ensure that quality customer service is maintained.

## 2.2. Connected Travelers

2.2.1. The Contractor shall accept electronic requests for travel services through their Global Distribution System (GDS) and process them in accordance with requirements contained within this statement of work. Travelers access the CUI through a computer. The Government expects that all travelers will have access to the CUI either for their own use or through a Government entity in their organization. A Government Entity is a DoD employee designated to input information in the CUI on behalf of a traveler who does not have access to the CUI. In the event a traveler and his organization are unable to access the CUI through any means, the Contractor will provide traveler services to travelers not using the CUI as described below.

## 2.3. Travelers not using the CUI.

2.3.1. The Contractor shall accept requests for travel management services by phone and fax from those individuals unable to access the CUI. The Contractor shall create a trip request in the CUI and enter the traveler's request. The CUI will route the request back to the CTO through the CTO GDS for normal processing. The CUI will forward the trip request electronically to the traveler's Authorizing Official (AO) for approval

2.3.2. If the Contractor elects to charge a fee for travel services provided to travelers not using the CUI, indicate that amount in the Schedule under CLIN AB for each contract period. The service fee does not have to be separately priced and could be included or recovered from the commissions shared with DoD. If the Offeror decides not to price the item separately, the Offeror shall indicate their decision by writing NSP in the block described above. For separately priced services under this CLIN, the CTO will indicate the service provided in the CUI when creating the trip record including the reason the traveler is not utilizing the CUI. Reason codes will be identified in the DTS Operations Manual.

2.3.3. The Contractor shall accept requests for enroute changes by phone and fax from those individuals temporarily unable to access the CUI and shall provide the traveler with travel management services. The Contractor shall enter the traveler's changes to the trip request previously entered in the CUI. The CUI will route the request back to the CTO through the CTO GDS for normal processing which shall be accepted by the CTO. Because the authorization exists in the system, the services provided by the CTO for enroute changes shall not be a separately priced service as described in the previous paragraph.

2.3.4. The CUI will services for travelers not utilizing the CUI within the CUI by the reason codes as input by the CTO. The CUI shall identify the Military Service and Defense Agency to which the services were provided. The monthly report, as described in paragraph 10 of this Annex, provided by the CUI indicates the monthly payment due of the percent of shared commission as indicated in the Schedule. This report will include any adjustments for fees required and reflected in the amount due by the Contractor.

2.3.5. Travelers that contact the Contractor for service that do not have a profile in the CUI must be referred to the organizational Defense Travel Administration point of contact. Once the traveler's profile is established in the CUI, the Contractor will provide normal services. In the event the traveler's profile cannot be established prior to required travel, the CTO will issue appropriate tickets once the traveler provides a paper or fax travel authorization. It will then be the Government's responsibility to ensure trip information is accurately entered into the CUI.

2.4. The Contractor shall provide the necessary administrative information and necessary equipment, and communications connections to meet the following minimum requirements to access the CUI.

2.4.1. The Defense Travel System CUI uses an Application Program Interface (API) to obtain airline, hotel and rental car inventory availability for the traveler or Government entity and to translate travel documents (including traveler profiles) between the CUI and the CTO GDS of choice. This API is called the PNR Gateway (PNR-G). Once the CUI setup for the CTO is completed, the PNR-G operates in the background and is transparent to all users.

2.4.2 The Reservation Module provides the interface from the CUI to the GDS for real-time air, hotel, and rental car availability and converts trip documents between the CUI database and the GDS PNR format. This connection allows real-time availability information based on an itinerary, translation of trip documents such as "should cost" reservation requests, processing of requests approved for ticketing, and modification or cancellation of travel requests.

2.4.3 Optional Autobooking Feature. Autobooking is a capability of the CUI. It is a functionality that will be available to any CTO working under a contract with official travel services being facilitated with the CUI. The decision to use or not use Autobooking will be made by the CTO and will be established in the CUI at the Regional Data Center (RDC) by Pseudo City Code. The Regional Data Center is the name given to the location the CUI hardware is maintained. The decision made by the CTO will be consistent throughout the Travel Area serviced. This feature will be available for any Commercial Reservation System (CRS) at no cost to the CTO. "Hits" or queries to the GDS whether generated by the CTO or by the Autobooking function in the CUI will be paid by the CTO.

2.4.4. Pseudo-city code / queues. To properly route information, the CTO must provide a single pseudo-city code, terminal and device addresses, and inbound/outbound queues for their primary GDS (and backup, if used.)

2.4.5. GDS Traveler Profile. The CTO can specify the content and order of the traveler profile placed in the GDS by the PNR-G. The traveler information (personal information, travel preferences, and duty station) will be formatted for the CTO and will automatically initiate and maintain each traveler's GDS profile with the appropriate pseudo-city code, company profile and office profile identifiers. The CTO must provide the format for GDS traveler profile mapping by sequence number and value/content, as detailed in the PNR-G API Guide.

2.4.6. Defense Travel System PNR Travel Document Template. A standard PNR template has been established for each GDS. Each Defense Travel System CTO is required to accept initial trip requests and



other travel actions in the Defense Travel System PNR format in their inbound GDS queue, and to place completed PNR in the outbound queue in the same format. The details of this format are included in the PNR-G API Guide.

2.4.7. Defense Travel System GDS company code. To facilitate potential Service/Agency/Organizational common reporting requirements across multiple CTO contracts, the Defense Travel System has specified the structure and use of certain characters in the construction of GDS company code identifier. These requirements are contained in PNR-G API Guide.

2.4.8. GDS to CUI Control Data Mapping. The CTO will be required to map their GDS company code and the Centrally Billed Account (CBA) structures to their customers complete CUI organizational code structure. This will allow the CUI to properly route travel documents to the CTO. The Defense Travel System Project Management Office will provide the Travel Area organizational code structure prior to phase-in to the CTO in an Excel format. The CTO is required to maintain this mapping throughout term of contract.

2.4.9. CUI processing codes. The CTO is responsible for selecting the appropriate non-use codes for city pair flights, Civil Reserve Air Fleet (CRAF), and Air Mobility Command (AMC), etc. The code structure is explained in the DTS Operations Manual.

2.4.10. CTO CUI Administrator. CTO personnel using the CUI are required to register in the CUI user database. Registration is required to facilitate identification of the CTO personnel by the CUI providing access to the system. A CUI user group(s) will be set up for each Travel Area to allow CTO personnel access to trip documents. For their personnel, the CTO shall maintain user information, administration of the digital signature process and maintenance of the CTO files. Digital Signatures provide integrity and authenticity of a user within the system.

## 2.5 Access to the CUI

2.5.1. Access to the Defense Travel System is controlled by security software using certificate-based digital signatures. CTO personnel conducting business in the Defense Travel System CUI must possess a digital signature identity certificate. An authority designated by the Department of Defense must issue the certificate. The DoD will approve external certificate authorities (ECA) to provide this service to Defense contractor personnel.

2.5.2. The Department of Defense will provide commercial travel offices with the procedures to obtain digital signature certificates from the ECA. The procedures will include an administrative process wherein the commercial travel office identifies employees by name who require certificates, the Contracting Officer's Representative (COR) validates the requirement, and the ECA issues the certificate. There will be a fee for each ECA certificate issued by the ECA. The approved ECA (s) will establish costs and payment procedures. All costs will be the responsibility of the commercial travel office.

2.5.3. The digital signature certificate is the electronic equivalent of a DoD identification card and restricted area access badge. Therefore each person who will access the CUI online shall have an individually issued certificate. The ECA shall not issue certificates for shared use. Commercial travel offices shall not authorize or direct more than one employee to use the same certificate. Commercial travel offices shall not require their employees divulge the private password for their certificates. Commercial travel offices shall not direct their employees to select passwords for their certificates according to any pattern or rule that would allow others to determine the password. Commercial travel offices shall notify the DoD immediately upon termination or departure of any employee holding a certificate so that the ECA

can revoke the certificate. (This process does not require the commercial travel office to confiscate or destroy copies of the certificate. Revocation procedures will accompany the instructions when certificates are issued.) Failure to comply with these restrictions is considered a breach of DoD security policy. Security violation could result in penalties under this contract, up to and including cancellation of the contract and debarment from future DoD contracts.

2.5.4. Within the next 3 years, the DoD Public Key Infrastructure (PKI), management of the Digital Signature, will migrate from Class 3 medium assurance (diskette) digital signature certificates to a higher-security level Class 4 certificates (smart cards). CTOs will be required to upgrade their facilities to include a DoD specified smart card reader, smart cards and supporting software. Any costs for future upgrades will be paid by the commercial travel office. CTOs will be required to obtain their smart cards (i.e. Class 4 digital signature identification certificate) from a DOD-approved ECA vendor. DoD will provide further information when an upgrade is required.

## 2.6. CUI Access Modes (3 Modes - Web Browser, Client/Server, and Telnet)

### 2.6.1. Web Browser Access

#### Client Workstation

Hardware: PC 386 class or better, 8MB RAM (32 MB RAM recommended), floppy drive

Operating System: Windows 3.1 or later

Application Software: Web browser – Netscape 4.0/Internet Explorer 4.0, Defense Travel System common user interface (CUI) application launcher, KyberWIN

Communications: Network client software

#### LAN File Server

Operating System: Network operating system (e.g. Windows NT, Novell NetWare)

Application Software: Web browser – Netscape 4.0/Internet Explorer 4.0 and Defense Travel System common user interface (CUI) (if not installed on workstation)

Communications: Internet gateway

### 2.6.2. Client/Server Access

#### Client Workstation

Hardware: PC 486 or better, 16 MB RAM (32 MB RAM recommended), floppy drive, 5 MB free disk space

Operating System: Windows 3.1 or later

Application Software: Defense Travel System common user interface (CUI) application launcher (if not installed on the LAN file server), KyberWIN

Communications: Network client software

#### LAN File Server

Hardware: 486 or better, 32MB RAM, 100 MB hard disk (200MB recommended), floppy drive, CDROM

Operating System: Network operating system (e.g. Windows NT, Novell NetWare)

Application Software: Defense Travel System common user interface (CUI) application launcher (if not installed on workstation)  
 Communications: Internet gateway

### 2.6.3. TelNet, character-based, or dial-in access

#### Client Workstation

Hardware: PC 386 class or better, 16 MB RAM (32 MB recommended), floppy drive  
 Operating System: Windows 3.1 or later  
 Application Software: Defense Travel System common user interface (CUI) application launcher  
 KyberWIN, Telnet client, dial-up networking software  
 Communications: Network client software with access to an Internet or NIPRNet gateway

#### Dial-up Users

Hardware: Operating system, and application software requirements are same as above for the various interface modes.  
 Communications: If accessing the system via a dial-up connection rather than a network connection, the user will also need a modem and dial-up networking software. A 9.6KB modem is the minimum requirement, though a 56KB modem is preferred. Dial-up networking software must be able to support a point-to-point protocol (PPP) connection to the Defense Travel System Regional Data Center (DTS-RDC).

### 2.7. Communications Connections. Commercial travel offices must provide two data connections for CUI connectivity:

2.7.1. The first connection is a dedicated, high-speed connection from the designated Defense Travel System Regional Data Center (DTS-RDC) to the commercial travel office GDS. In conjunction with this connection, the commercial travel office will provide a unique GDS pseudo city code (PCC) and a set of GDS terminal addresses or device addresses in sufficient numbers to adequately support the traveler population, within the designated Travel Area (TA), consistent with the commercial travel office's service delivery plan. These terminal and device addresses will be pooled, allowing travelers to dynamically connect and disconnect from the PNR-G via the CUI Reservation Module. (Note: this connection is for the CUI/GDS interface, the normal commercial travel office/GDS connectivity is still required).

2.7.2. The second connection is a high-speed connection from each commercial travel office location to the designated DTS-RDC. This will provide CTO personnel with access to the CUI in order to initiate trip requests and make enroute changes. This connection may come in several forms such as the following.

- 1) Access to the DoD Non-secure Internet Protocol Router Network (NIPRNet) (if available).
- 2) Dedicated commercial T-1 line or Fractional T-1 service.
- 3) Frame relay service.
- 4) Dial-in modem.

### 2.7.3. Telecommunications service costs:

- 1) The CUI vendor provides one connection per Travel Area for commercial communications lines.

- 2) Frame Relay via AT&T – commercial travel office pays for two-way private virtual connection, in addition to frame relay access and port at the commercial travel office location.
- 3) Frame Relay via other carrier – commercial travel office pays for all necessary connectivity and hardware required at the DTS-RDC, in addition to two way private virtual connection (PVC), and frame relay access and port at the commercial travel office location.
- 4) Commercial dedicated leased line – commercial travel office's pays all costs of point-to-point circuit and all necessary hardware required by the DTS-RDC.

2.7.3.2. The CUI vendor provides for the following communication line capacity and termination equipment:

- 1) Cisco 7206 premise router for NIPRNet connectivity.
- 2) Ascend Max 6000 access switch for dial-in networking (up to V.90/56Kbps analog and ISDN) (The CUI vendor provides limited capacity for designated users including CTOs, travelers, AOs, etc.).

2.8. Technical problems with the CUI shall be addressed by the commercial travel office to the COR. Coordination for technical problem resolution between the CUI vendor and the CTO will be facilitated by the COR.

## 2.9. Centrally Billed Accounts

2.9.1. The role of the Commercial Travel Office (CTO) shall be to:

- 1) Electronically receive Charge Card Vendor invoices, periodically throughout the month as direct electronic file transmissions from the charge card vendor, in accordance with their established billing cycles,
- 2) Perform a comparison between each "as invoiced" CBA ticket charge that appears on each CCV invoice within each electronic file, against the "as issued and revised" CTO record, to affirm the validity of all centrally billed account ticket charges and credits, as presented on each monthly CCV invoice,
- 3) Produce an electronic file of the results of the CTO comparison in the format specified in the Reports Appendix, and transmit that file via direct electronic means (i.e. may be but is not limited to FTP, TCP/IP, or frame relay) to the CUI for CBA reconciliation, and
- 4) Provide research and other assistance as may be required to support the Transportation Officer (TO) or other authorized Government official to resolve pending reconciliation issues.

2.9.2. CBA reporting requirements and additional CBA information is found in the Reports Appendix.

## 3. TRAVEL OFFICE FACILITIES, SAFETY, AND PHYSICAL AND PERSONNEL SECURITY.

3.1. The contractor shall ensure all personnel providing official travel support are properly trained in government travel procedures and regulations and are aware of all special rates, discounts and/or other benefits available to government employees, military members and family members.

3.2. The Contractor shall provide personnel capable of obtaining a security clearance when required by the Government. The Government will provide security clearances at no expense to the Contractor.

3.3. Training is available to commercial travel office contractors in all aspects of the operation of the CUI. The Contractor shall ensure all necessary employees are adequately trained in the operation of the CUI. The Contractor shall be responsible for all costs associated with this training. Training is available through the following methods:

3.3.1 Specifically scheduled hands-on system training will be available from the CUI vendor on a fee for service basis. In addition, the training will be tailored to deliver focused instruction on the use of the Defense Travel System CUI modules most applicable to the CTO function.

3.3.2 In conjunction with the download of the Defense Travel System CUI, the CTO may download the computer based training (CBT) module for use in training other CTO personnel. The CBT will be available, at no charge, to all CTOs as an aid in training their employees on the use of the Defense Travel System CUI software. The CBT will provide CTO trainers and employees with self-paced, just-in-time training materials on functional use of the Defense Travel System CUI application.

3.3.3 Available training materials will include trainee workbooks, user manuals, on-line user guides and videos depending on the training method selected. Each product will be comprehensive and complement the other materials to provide a synergistic training program.

3.4. If the Contractor elects to staff Government-controlled sites, the contractor shall:

3.4.1. Ensure that these facilities are maintained in a clean and orderly manner consistent with installation and agency standards to be provided by the Quality Assurance Evaluator (QAE) or the Contracting Officer's Representative (COR).

3.4.2. Ensure hours of operation match the normal business hours of the Government personnel at that location. Operating hours may be modified as agreed to by the COR for that site.

3.4.3. Provide travel office interior and exterior signs that shall conform to Service and Agency regulations and local custom as provided by the QAE or COR.

3.4.4. Clearly identify Contractor personnel.

3.4.5. Ensure that Contractor personnel comply with all published safety and security guidelines applicable to the installation or site or such additional procedures as the installation or site commander judges necessary in light of emerging circumstances. All accidents that result in damage to Government property occupied and used by the contractor, and/or injuries to Contractor personnel shall be reported to the COR within one (1) work day from occurrence.

3.5. At staffed locations, the Government will:

3.5.1. Provide facilities that include utilities, custodial services, refuse collection, pest control services, Government-centralized mail distribution of interoffice mail, and military police and fire protection at the level provided to local Government offices. Service or Defense Agency space management guidelines will apply in determining Contractor space requirements. The Government will provide an air conditioning system to meet operability needs of the contractor's automated systems in accordance with local policy. If the local policy for air conditioning and/or local climate conditions interferes with the operability of the contractor's GDS, then the contractor shall request exception to the local policy in writing to the COR.

3.5.2. Provide at no cost to the contractor, existing telephone lines except DSN telephone lines. The cost of activating or maintaining service to existing lines shall be borne by the Contractor. Additional lines and connections may be installed by the Contractor at contractor expense. All telephone lines used by the Contractor in any Government provided facility, including those installed at the expense of the Contractor, are subject to the control of the installation or site telephone office. The Contractor shall provide sufficient commercial telephone lines and instruments to perform the requirements of the contract.

4. REQUIREMENTS FOR ALL OFFICIAL TRAVEL. The Contractor shall provide the following travel management services in accordance with DoD travel policies and best industry practices.

4.1. Make confirmed reservations as requested by the traveler or designee and record these arrangements in the GDS for electronic update to the CUI. If the traveler does not have automated access to the CUI, the Contractor shall initiate the trip record in the CUI (pre-trip). The Government will be responsible for processing the travel claim information into the CUI (post-trip). The Contractor shall provide tickets (or other appropriate record of reservation) after Authorizing Official (AO) approval and not later than two working days prior to travel for all modes of transportation. Electronic ticketing is the preferred method of ticket issue when available. The reservation procedures used shall be capable of accessing all DoD approved carriers. In the event automated means are unavailable, the Contractor shall provide all services in a manual mode.

4.2. When flights are available and meet mission requirements, make confirmed international reservations for Air Mobility Commander (AMC) Patriot Express flights or DoD-owned and controlled airlift which includes Categories B and M service. When industry capability exists, these reservations shall be booked through an automated system. In the event automated capability is unavailable, the Contractor shall make these reservations through other means.

4.2.1. Confirmation of these flights will be documented in the GDS in accordance with the DTS Operations Manual. Flight confirmations or non-availability status must be entered into the travel authorization in the CUI.

4.3. Provide arrangements for bus tickets from the on-base depot when directed by the Transportation Officer or other Authorized Government Official.

4.4. Make confirmed reservations for commercial and Government lodging. When a request for Government lodging is made, the CTO shall check for availability and make confirmed reservations. When capability is available, the Contractor shall make reservations for Government lodging through an automated means. In the event automated capability is unavailable, the Contractor shall make these reservations through other means. Non-availability of Government lodging shall be documented on the trip record.

4.4.1 In lieu of Government lodging, DoD negotiated volume discount lodging programs shall be utilized where available. (Information on lodging programs will be furnished by the Government after contract award.)

4.4.2 All U. S. commercial lodging institutions used shall be on the master list issued by the United States Fire Administration, Federal Emergency Management Agency unless there is no listed property with available space within a reasonable driving distance (as determined by the AO) from the TDY location. The current listing of approved lodging institutions is located on the World Wide Web at <http://www.usfa.fema.gov/hotel/index.htm>.

- 4.4.3 To the maximum extent possible, confirmed reservations shall only be made at commercial facilities that accept the individual Government charge card.
- 4.5. Provide identification of the availability of Government dining facilities if Government lodging is available and directed by the AO. Non-availability of Government dining facilities, when lodging is available, shall be documented on the trip record. Until automated in the CUI, this information is available on the military Services' lodging web site. Specific addresses will be provided after contract award.
- 4.6. Upon request of an authorized Government official, negotiate with suppliers at no additional cost to the Government for volume discounts or special fares.
- 4.7. Provide advance seat assignment in accordance with respective airline policies.
- 4.8. Accept payment by individual Government charge cards, centrally billed accounts (CBA) and U. S. Government Transportation Requests (GTR).
- 4.9. Notify the traveler at the time of reservation if any travel arrangements have cancellation or penalty charges, or nonrefundable deposits, including time frames and other conditions. This information shall be specified on the itinerary.
- 4.10. Promptly notify travelers of changes to travel arrangements when notification from commercial vendors is provided to the CTO. For example, canceled flight or change in departure time, etc.
- 4.11. Deliver tickets (or records of reservations) at least two working days prior to travel to the traveler or individual designated by the Quality Assurance Evaluator (QAE) at no additional cost to the Government.
- 4.12. Support emergency and short notice requirements by providing ticketing and electronic (e) ticketing, or as a last resort, arrange for prepaid tickets at carrier's terminal or ticket offices that are convenient to the traveler. Charges or fees associated with the issuance of prepaid tickets will be paid by the Government unless the Contractor is responsible for late ticket issuance due to a failure of internal processes as determined by the Contracting Officer and e-ticketing is not available.
- 4.13. Reimburse the Government for any additional expenses incurred to obtain alternate transportation and accommodations if, as a result of negligence on the part of the Contractor, as determined by the Contracting Officer, transportation or accommodations as confirmed by the Contractor are not honored by the carrier or vendor.
- 4.14. Reimburse the Government for the difference between premium or first class and the lowest appropriate fare, as determined by the Contracting Officer, if premium or first class arrangements are used without appropriate approval in accordance with DoD travel policy.
- 4.15. Reimburse the Government for the cost of foreign flag carrier fare, as determined by the Contracting Officer, if appropriate approval has not been obtained in accordance with DoD travel policy.
- 4.16. When requested by the transportation officer or other authorized Government official, provide a list of discounted fares for travel by groups of less than a plane load at no additional cost to the Government. The list shall include fares from all sources including unpublished fares from the universe of subscribers and any fares negotiated with travel service suppliers for volume discounts or special fares. Arrangements shall be made in accordance with the transportation officer's or other authorized Government official's direction.

- 4.17. Upon a traveler's, Government entity's or Authorizing Official's request, the Contractor shall modify or cancel any Contractor-arranged travel arrangements and record any appropriate cancellation confirmation numbers on the trip record and route the travel authorization to the Authorizing Official.
- 4.18. Arrange for the movement of human remains as requested by the transportation officer or other authorized Government official.
- 4.19. Assist travelers in lost ticket applications and lost ticket procedures.
- 4.20. Assist travelers in enrollment in frequent traveler programs, providing account numbers to the travel service suppliers when reservations are made, and issue upgrade coupons or free tickets earned to travelers as permitted by the travel service supplier and DoD policy.
- 4.21. Where permitted by law, provide \$\_\_\_\_\_ (**Contractor will specify the amounts of insurance**) automatic travel accident insurance against loss of life or dismemberment while traveling by scheduled common carrier; and baggage insurance to include excess baggage, which covers the cost of lost, stolen, or damaged checked baggage. On the itinerary, the Contractor shall inform the traveler of this insurance coverage. The insurance offered must be in accordance with FAR 28.307-2 and other applicable federal, state and local laws. The Contractor shall identify to the Government any location where existing laws prevent the Contractor from providing this insurance coverage.
- 4.22. Make confirmed reservations for international travel of pets (to be paid for by the traveler) in connection with permanent duty travel (PDT).
- 4.23. Provide courteous and responsive service to include world wide, 24-hour, 7-day per week toll-free telephone numbers for enroute travel arrangements or itinerary changes, emergency travel, surge, and contingency requirements.
- 4.24. Provide courteous and prompt resolution of travel problems and forward questions beyond the Contractor's control to the authorized Government representative.
- 4.25. Assist in resolving complaints, disputes or claims between its customer and any principal with whom the Contractor has arranged travel or other services.
- 4.26. Provide the opportunity for the traveler without CUI access to comment on the Contractor's and travel supplier's service and provide feedback to the Government on all comments collected.
- 4.27. Provide travel management services for Nonappropriated Fund Instrumentalities (NAFIs) personnel traveling on official business, in the same manner as for appropriated fund travel. Nonappropriated fund travel is considered official travel for the purposes of the contract. The Contractor shall provide NAFI personnel traveling on nonappropriated or appropriated funds travel management services as required in this statement of work.
- 4.28. CTO shall notify travelers and Authorizing Officials of any promotional items or special offers available from travel suppliers.
- 4.29. CTO shall provide Leisure travel services when requested by the traveler in conjunction with Official travel. Leisure services requested shall not be processed in the CUI, however, the traveler may request leisure services in conjunction with official travel utilizing the comments block in the travel authorization



request. Travelers are responsible for any costs that exceed the official portion of the trip. The CTO shall submit reports for Leisure in conjunction with Official travel as detailed in the Reports Appendix.

#### 4.30. Group Travel Requirements

4.30.1. Government entities may submit requests for Group Travel arrangements to the CTO via an automated or manual process. The automated process via the CUI is utilized for 2-9 travelers and the manual process is for 10 or more travelers. Therefore, to process Group Travel Requirements the CTO shall have connectivity to the CUI.

4.30.2. The CTO shall handle Group Travel requests as a manual process outside the CUI for groups comprising 10 or more travelers. The CTO shall accept group travel requests via electronic mail, facsimile or hand delivery from the requester (Government entity or other Authorized Official).

4.30.3 When requested by the authorized Government personnel the CTO shall provide a list of discounted fares for travel by groups of less than a full plane load. The list shall include those fares from all sources, including unpublished fares from the universe of subscribers.

4.30.4 Upon receiving the initial request, the CTO shall make arrangements in accordance with the Government's direction. The CTO shall attach should cost data and forward the trip record via electronic mail, facsimile or hand delivery back to the requester.

4.30.5 The CTO shall via electronic mail, facsimile or hand delivery receive (accept) approval documentation from the Authorizing Official (AO) for placing the reservations in hold status.

4.30.6 Prior to flight departure, the Government entity shall provide the CTO a confirmed list of travelers and the CTO shall confirm the reservation data established earlier and issue ticket documents accordingly.

4.30.6. The CTO shall handle Group Travel requests as an automated (electronic) process within the CUI for two to nine travelers.

4.30.7 Travelers shall appropriately stipulate in the comment area of each trip record to indicate their record is part of a group authorization.

4.30.8 The CTO shall make group arrangements, E.G., same flight, same hotel, etc. Once reservations are booked, the CUI will automatically forward the records to the AO.

4.30.9 Upon receiving approval back from the AO (via the CUI) the CTO shall issue ticket documents accordingly.

#### 5. REPORTS. See Reports Appendix

6. MEETING SUPPORT. Upon request of the COR or other authorized Government official, the Contractor shall:

6.1. Conduct market surveys and provide the customer a list of suitable site(s) with costs and information gathered during the survey.

6.2. Make arrangements necessary for conferences, seminars and meetings for official Government requirements as requested by an authorized Government official. Arrangements shall include confirmed reservations only for the following: meeting space, classroom space, and breakout rooms; audio-visual equipment; office equipment; attendee lodging and local transportation (if required); and transportation to the meeting site.

6.3. The Contractor does not have exclusivity with regards to meeting support.

7. OUTREACH STRATEGY. The Contractor shall cooperatively participate in the DoD Outreach Strategy in support of the Defense Travel System at no additional cost to the Government. Participation will include distribution of materials provided by the Government and obtaining required feedback from DoD personnel.

8. EXCLUSIVITY. The Contractor has the exclusive right to provide travel management services at all sites covered in their awarded Travel Area(s). No person, private organization, or commercial travel service, including competing travel agencies, direct suppliers, or travel software vendors, will be permitted direct access to areas under DoD control or will not be permitted to advertise, sell, provide or promote travel services to those sites, unless the Contractor has first declined to provide the particular service or the Contractor's levels of service are determined by the Contracting Officer to be unresponsive and/or unsatisfactory.

9. TRANSITION PLAN.

9.1. The Contractor shall take all actions necessary to ensure there is no break in services during the transition between the Contractor hereunder and any previous or successor Contractor during phase in and phase out of travel operations. The transition shall be handled with minimal disruption to the customer.

9.2. The Contractor shall electronically transfer to the successor contractor all travel records and associated files contained in the contractor's data repository. This includes all travel records in the pre-, during- and post-travel phases.

9.3. The Contractor shall coordinate with the appropriate current Contracting Officer for information on access to sites and transfer of existing records.

9.4. The Contractor shall allow the successor Contractor access to government travel offices not less than 90 calendar days prior to contract expiration for site surveys.

9.5. The Contractor shall issue and deliver tickets for travel commencing within three calendar days after contract expiration by close of business of the last workday of the contract.

9.6. The Contractor shall vacate all Government facilities by 12:00 midnight Friday prior to contract expiration on Sunday unless otherwise approved in writing by the Contracting Officer. The Contractor shall cease operations by 12:00 midnight on the last day of contract performance. The successor Contractor shall have access to assigned facilities the weekend prior to the implementation date.

9.7. Telephone numbers used by the Contractor at offices in Government provided facilities shall not be transferred to another location upon expiration of the contract. Any telephone numbers used for non-Government furnished service centers, such as regional reservation centers, and which have been promoted to the DoD community under this contract, shall be terminated upon expiration of this contract. Telephone numbers shall not be reactivated without specific written approval of the Contracting Officer.

## 10. CONTRACT ADMINISTRATION.

### 10.1. REDETERMINATION PROCEDURES - AIRLINE COMMISSIONS.

10.1.1. Offeror warrants that its proposal, including percent of ARC rate (PAR) discount, was based upon the assumption that the proposed PAR discount reflects the current level of commissions and inherently provides for potential changes in airline commission levels. The Offeror's PAR inherently allows for changes to commissions by automatically adjusting the Government's and Offeror's share of commissions.

10.1.2. If, after the submission of the proposal, conditions beyond the Offeror's or Government's control create a change in payments of commissions to the Contractor on air travel tickets for official travel purchased to a level that does not allow the Contractor to recover operating costs and reasonable profit, the percent of ARC rate (PAR) discount may be subject to an equitable adjustment. The Contractor shall promptly notify the Contracting Officer, in writing, when such changes occur that do not allow the Contractor to cover operating costs and a reasonable profit.

10.1.3. Upon a change in the standard industry rates, terms or conditions for payment of commissions to the Contractor by an airline that do not allow the Contractor to cover operating costs and a reasonable profit, either the Contractor or the Contracting Officer may request an equitable adjustment to the percent of ARC rate (PAR) discount applicable under this contract. Upon submission, or receipt of such a request, the Contractor shall provide the Contracting Officer with certified, comprehensive, detailed cost and pricing information or data indicating the change in commission revenue received for airline travel purchased pursuant to this contract no longer allows the Contractor to cover operating costs and a reasonable profit. The Contractor agrees to supply any and all financial documents determined by the Contracting Officer as necessary to consider the equitable adjustment. The information prepared and submitted by the Contractor shall also indicate the appropriate adjustment necessary to the percent of ARC rate (PAR) discount to reflect the direct impact on commission revenue resulting from the change in commissions. When the information regarding the scope and impact on the Contractor's revenue due to the change in commission rates, terms and conditions is reasonably complete and available, the parties shall negotiate in good faith an appropriate contract modification(s), including a permanent change in the percent of ARC rate (PAR) discount, to reflect the direct increase or decrease in commission revenue realized by the Contractor for performance of this contract.

10.1.4. After submission of the required information detailing the impact of the change in commission, an adjustment in the percent of ARC rate (PAR) discount, either upward or downward, shall be initiated effective upon the date agreement is reached between the parties or the date the Contracting Officer's Final Decision is issued, whichever is applicable. In the event the Government and the Contractor cannot agree upon a mutually acceptable adjustment to the percent of ARC rate (PAR) discount, the Contracting Officer shall issue a Final Decision subject to the provisions of the Disputes Clause. Any identified change in commission rates, terms and conditions shall then become the baseline for determining the need for and extent of further equitable adjustments in the contract in the event of subsequent changes in commission rates, terms, and conditions paid by an airline during the contract period.

10.1.5. Each negotiated adjustment to the percent of ARC rate (PAR) discount shall be evidenced by a modification to the contract, signed by the Contractor and the Contracting Officer, stating the redetermined percent of ARC rate (PAR) discount.

10.2. The Contractor shall process separately for each Military Service and Defense Agency payments made to the Government for the percentage of the ARC rate (PAR) for official air travel services under this

contract. Payments shall be made monthly to the addresses below NLT 3 business days after ARC publishes the monthly rate. ARC releases the monthly commission rate on the 2<sup>nd</sup> Friday after the last Sunday of the Period Ending Date (PED).

10.2.1 The Contractor shall provide a monthly payment of the percent of shared commission as indicated in the Schedule for official travel services under this contract for both Individually Billed Accounts (IBA) and Centrally Billed Accounts (CBAs). Documentation supporting the amount to be paid will be provided by the CUI. The information provided by the CUI shall identify the Military Service and Defense Agency to which the payment belongs, and shall distinguish between CONUS and OCONUS travel. The information provided to the CTO will at a minimum include the following data on the individual sale as well as a summarized total:

- 1) Traveler name
- 2) Social security number
- 3) Line of accounting
- 4) Ticket cost (including tax and service fees)
- 5) Net ticket cost (minus tax and fees/amount used for calculating commission amount)
- 6) Shared commission amount
- 7) Date of sale
- 8) Form of payment
- 9) Trip Record Number
- 10) Traveler's organization

10.2.2 Each shared commission payment made to the Government shall be provided separately to each Military Service and Defense Agency as identified below.

10.2.3. Army - DFAS Indianapolis Center, Attn: FJDC Mail Stop 101, 8899 E 56th Street, Indianapolis, IN 46246-0865.

10.2.4. Navy - DFAS-HQ, Attn: CNO (N09BF), 1931 Jefferson Davis Highway, Crystal Mall 3, Room 228, Arlington, VA 22240.

**10.2.5.** Air Force - Discounts to be sent EFT to Air Force OPLOCS

10.2.6. Air National Guard - ANG/FMFA, Attn: Capt Ben Unruh, Jefferson Plaza #1, Suite 8500, 1411 Jefferson Davis Highway, Arlington, VA 22202-3231

10.2.7. Marine Corps – HQ Marine Corps (RFL), Room 3102, Navy Annex FOB #2, Washington, DC 20380

10.2.8. Defense Finance and Accounting Service - DFAS-HQ/CF, 1931 Jefferson Davis Highway, Crystal Mall 3, Room 228, Arlington, VA 22240

10.2.9. National Imagery and Mapping Agency - National Imagery and Mapping Agency, Attn: CFO-\$O Mail Stop: L-5, 3200 South 2nd Street, St. Louis, MO 63118-3399

10.2.10. All other Defense Agencies - Project Management Office - Defense Travel System, Crystal Square 4, Suite 100, 1745 Jefferson Davis Highway, Arlington, VA 22202-3402

10.3. Quality Control Plan. The Contractor shall complete and implement an effective Quality Control Plan (QCP) that includes all aspects of customer service and other provisions required by the Contract. The Contractor shall submit this plan to the Contracting Officer, for informational purposes only, within 90 days of the contract award date. The QCP should include details concerning processes proposed to ensure contract quality assurance. Copies of the QCP will be provided to Government Quality Assurance Evaluators in their respective Travel Area.

10.4. Wage Determinations. Appropriate Wage Determinations are required for each Travel Area. Current wage determinations for a specific Travel Area are found at the Department of Labor web site or may be obtained from the Contracting Officer. Minimum wage rates in the appropriate Wage Determination are to be paid under any contract awarded. The applicable wage determination will be incorporated prior to award of any Travel Area.

## 11. Workload Data

**ANNUAL TRAVEL VOLUMES**

The following table shows the annual travel volumes by area.

<b>Travel Area</b>	<b>Geographical Area</b>	<b>\$M</b>
1	MD, OH, WV	68.454
2	KS, OK	21.626
3	CO, UT	27.027
4	FL (see note 1 for exceptions)	20.255
5	GA	34.470
6	HI & US Pacific territories	57.587
7	Central CA (see note 2)	18.862
8	Northern CA (see note 3), NV	24.165
9	LA	57.025
10	DE, NJ, PA	33.185
11	AK, ID, MT, OR, WA, WY	49.784
12	TX	57.172
13	AZ, NM, Southern CA (see note 4)	60.791
14	VA (see note 5 for exceptions), Cuba	59.080
15	NC, SC, Central & South America Caribbean (less Cuba)	63.512
16	CT, MA, ME, NH, NY, RI, VT, Canada	47.349
17	AL, AR, MS, TN, FL (see note 6)	77.616
18	National Capitol Region (see note 7)	79.229

Note 1: FL except the counties of Bay, Calhoun, Escambia, Gulf, Holmes, Jackson, Okaloosa, Santa Rosa, Walton, and Washington

Note 2: CA counties of Kern, Los Angeles, San Bernardino, San Louis Obispo, Santa Barbara, and Ventura

Note 3: All CA except the counties of Kern, Los Angeles, San Bernardino, San Louis Obispo, Santa Barbara, Ventura, Imperial, Orange, Riverside, and San Diego

Note 4: CA counties of Imperial, Orange, Riverside, and San Diego

Note 5: VA except the counties of Arlington, and Fairfax and independent cities of Alexandria, Fairfax and Falls Church

Note 6: Includes the FL counties of Bay, Calhoun, Escambia, Gulf, Holmes, Jackson, Okaloosa, Santa Rosa, Walton, and Washington

Note 7: Includes District of Columbia and the VA counties of Arlington, and Fairfax and VA independent cities of Alexandria, Fairfax, and Falls Church

### ANNUAL TRAVEL VOLUMES FOR SMALL BUSINESS SET-ASIDES

The following table shows the annual travel volumes by area.

<b>Travel Area</b>	<b>Geographical Area</b>	<b>\$M</b>
1A		
2A	McConnell AFB, KS	4.326
2B	Tinker AFB, OK	4.690
3A	Hill AFB, UT	5.343
4A	MacDill AFB, FL	3.076
4B	Tyndall AFB, FL	6.874
5A	Robbins AFB, GA	1.437
5B	Moody AFB, GA	3.330
6A		
7A	Edwards AFB, CA	5.126
8A	Travis AFB, CA	3.170
9A		
10A	Dover AFB, DE	0.966
10B	McGuire AFB, NJ	2.033
11A	Malstrom AFB, MT	3.708
11B	Fairchild AFB, WA	1.661
11C	McChord AFB, WA	1.762
11D	ANG, Great Falls, MT	1.928
12A		
13A	Kirtland AFB, NM	5.684
14A		
15A	Shaw AFB, SC	1.940
15B	Charleston AFB, SC	2.947
16A	Hanscom AFB, MA	4.292
17A	Eglin AFB, FL	7.741
17B	Hurlburt Field, FL	4.887
18A	Bolling AFB, DC	1.453
R6A	Scott AFB, IL	7.099

12. APPLICABLE DOD POLICIES.

The following table provides a reference for mentioned or implied DoD policies and their source document.

Policy	Reference
Priority of official over leisure	DoD INST 4500.42
GSA Contract City Pair Program	DoD 4500.9-R, Chap 103
Rental vehicles	JTR/JFTR, T4030 C
Bus rentals	DoD 4500.9-R, Chap 104
Use of Patriot Express, formerly known as Category B	DoD 4500.9-R, Chap 103
Use of Government lodging	JTR/JFTR, T4040 A
Use of volume discount lodging	in draft
Hotel and Motel Fire Safety Act standards	P.L. 101-391
Use of Government dining facilities	JTR/JFTR, T4040 A
Use of accommodations above coach class	JTR/JFTR, T4030 B
Use of foreign flag carriers	JTR/JFTR, T4030 B
Frequent flyer programs	JTR/JFTR T4020 B
Number of travel days authorized	JTR/JFTR, T4030 H
Payment of transportation charges	in draft
Pets	DoD 4500.9-R, Chapter 103
Consolidated ticket programs	in draft



Documents, Exhibits and Attachments  
 Annex 1 - Statement of Work  
 Appendix 1 - Reports

### **Leisure in Conjunction with Official Travel**

#### **1. Leisure in Conjunction with Official Travel**

1.2 The Contractor shall submit a monthly installation-level report to each Leisure Travel POC designated by the Government for the site. Additionally a report consolidating the installation data by each Service to the COR.

#### **1.3 The monthly reports shall be submitted detailing:**

- (1) The volume of point-to-point ticketing performed in conjunction with official travel, including number of transactions, gross and net sales volumes shown by transportation type (air, rail, bus) and
- (2) The total value of commission checks received by the Contractor in the reporting period, based on third party arrangements (hotel and rental vehicles) and the share being paid to the MWR Fund.

#### **1.4 A format sample for the report is as follows:**

- (1) Sales Location: Installation (i.e., Tinker, Sill, Kings Bay) where sale was generated. If more than one office at base, provide breakdown by site. (Assumption is that this category of sale will only occur at an official travel office)
- (2) Invoice Number: Invoice number applied by the contractor to the transaction
- (3) Invoice Date: Date transaction was completed (ddmmyy)
- (4) Ticket Number: Number off the air ticket provided by the contractor
- (5) Number of Passengers Booked: Number of passengers booked on this transaction (if separate contractors support official and leisure travel, only the individual named on orders can be reported under this category)
- (6) Net Fare: Air Sales minus taxes broken down by sales office
- (7) Gross Fare: Total dollar value of ticket (amount paid by customer)
- (8) Concession Fee: Concession fee due from Net Fare of air sales
- (9) Sub-Total: Sub-total of each location at each base.
- (10) Total: Total for each base.

#### **1.5 Payments of fees under this contract shall be as follows:**

1.5.1. The Contractor shall identify separately for each NAFI to be paid, income attributable as concession fees from leisure travel sales, and the discount fees from NAFI official travel. Payment to be transferred to each NAFI shall be designated by a unique data identifier, for example the IATA number for the office(s) that conducted the transactions. Note: Concession fees are payable to the appropriate location where the sale took place, regardless of the traveler's actual Service or Agency affiliation.

1.5.2. For Army locations, payment of concession fee/NAFI official discount shall be remitted in one transaction via Automated Clearing House (ACH) or Fed Wire to the Army Morale, Welfare, and Recreation Fund as follows:

Account: Army MWR Fund  
Account Number : 38445187

Bank: Citibank NY  
ABA/TR Number: 021000089

1.5.3. For Air Force locations, payment of concession fee/NAFI official discount shall be remitted in one transaction via Automated Clearing House (ACH) or Fed Wire to the Air Force Financial Management Fund as follows:

Account: Air Force Financial Management Fund  
Bank Name: First National Bank of Chicago  
Account Number: 11-08468 ABA Number: 071000013

1.5.4. For Marine locations, wire transfer instructions are as follows:

Account Name: Marine Corps MWR Support Activity  
Bank Name: Wachovia Bank of North Carolina  
Account Number: 8737-029745 ABA Number: 0531-0049-4

1.5.4. For Navy locations, wire transfer instructions (and example) are as follows:

Account Name: BUPERS Bank Name: NationsBank  
Account Number: 3750005022 ABA Number: 111000012

Example:

<b>Payment Date:</b>	8/31/98
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<b>Fund No.</b>	<b>Description</b>	<b>Vendor Ref. Number</b>	<b>Dollar Amount</b>
10162	NAS Barbers Point	*	546.80
10042	Navsta Norfolk	*	987.54
10048	NAS Pax River	*	456.78
10196	Navsta San Diego	*	3.45
<b>79000</b>	<b>BUPERS HDQTR TOTAL</b>		<b>1,994.57</b>

\*any tracking number used by the Contractor

## **CBA - CTO REQUIREMENTS TO SUPPORT CENTRAL BILLED RECONCILIATION IN THE DTS CUI**

1. The objective of the Centrally Billed Account (CBA) reconciliation process is to validate the invoice of CBA airline ticket charges prepared by the Charge Card Vendor (CCV) and present it to the Transportation Officer for certification. The role of the Commercial Travel Office (CTO) shall be to:

- 1) Electronically receive Charge Card Vendor invoices, periodically throughout the month as direct electronic file transmissions from the charge card vendor, in accordance with their established billing cycles,
- 2) Perform a comparison between each "as invoiced" CBA ticket charge that appears on each CCV invoice within each electronic file, against the "as issued and revised" CTO record, to affirm the validity of all centrally billed account ticket charges and credits, as presented on each monthly CCV invoice,
- 3) Produce an electronic file of the results of the CTO comparison in the format specified in Table 2 below, and transmit that file via direct electronic means (i.e. may be but is not limited to FTP, TCP/IP, or frame relay) to the CUI for CBA reconciliation, and
- 4) Provide research and other assistance as may be required to support the Transportation Officer (TO) or other authorized Government personnel to resolve pending reconciliation issues.

2. It is understood that any requirements reference made to an individual CCV invoice is equally applicable to all CCV invoices and all CBA electronic transmissions that the CTO shall be required to service, within each applicable Travel Area (TA).

3. Each of these four requirements is discussed in further detail below:

### 1) Electronic Receipt of CBA Invoices

The CTO shall be required to accept multiple CCV invoices, sent as a direct electronic file, at designated times during the month, to support the CTO "invoiced versus issued" comparison process. Figure 1 is a graphic illustration of the anticipated workload volume and distribution sequence that can be expected. The CTO will be required to process all incoming CCV invoice transmittals and forward them to the CUI *within 72 clock hours* of receipt at the CTO (i.e. assuming a 24 hour clock, evenings, weekends and holidays included). The CTO shall be required to electronically record and send back to the CCV, electronic acknowledgment of all CCV transmittals received.

### 2) Perform Electronic Comparison Against CTO Issued Records

The CTO shall be required to perform an electronic comparison for each ticket item appearing on the Charge Card Vendor's invoice against the CTO's record of issued tickets. The objective of this electronic comparison process is to determine the nature and validity of each line item (i.e. both debits and credits), and assign a match result status code which identifies the CTO's best assessment of the nature of the charge (e.g. a valid ticket charge, issued credit, advanced credit, previously applied credit, debit adjustment or candidate dispute). The end result of this CTO electronic review process is to document the CTO's best assessment as to the validity or non-validity of the transaction, based upon a comparison against their back office accounting records, and to forward this assessment to the CUI. A complete list of valid CTO assessment result values is provided in Table 1.

### 3) Electronically Produce and Transfer Results of CTO Comparison to the CUI

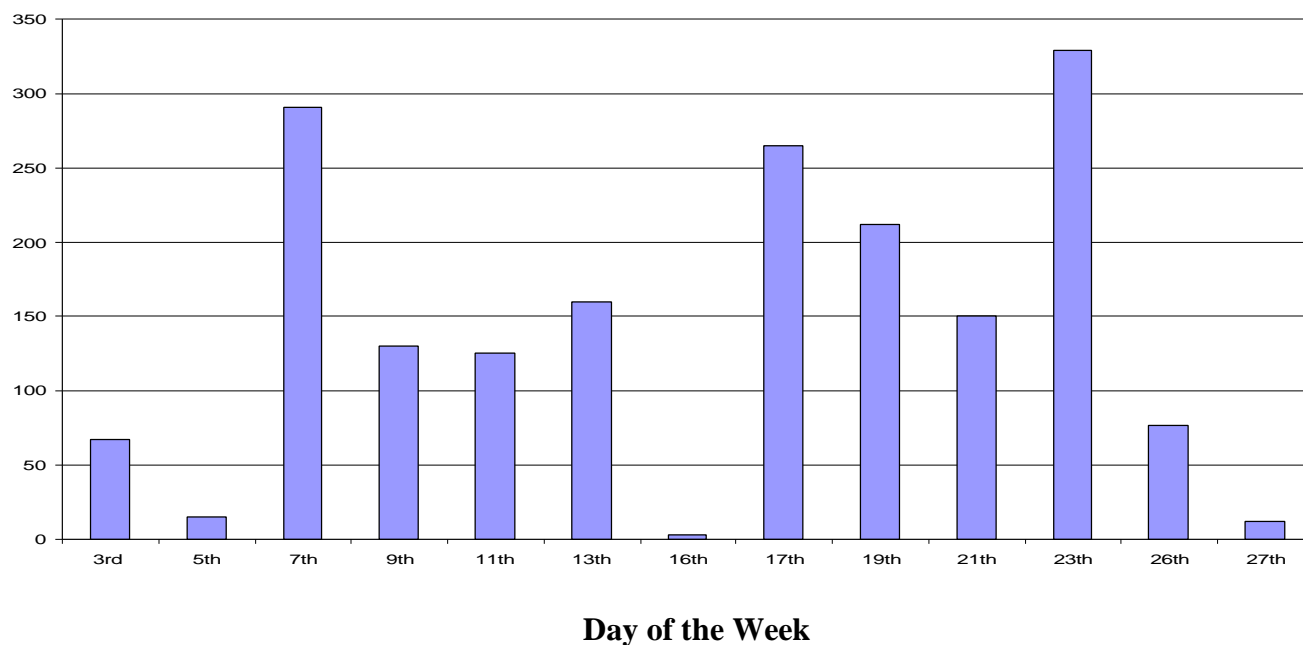
The CTO shall be required to directly electronically forward to the CUI the results of the CTO "invoice versus issued" comparison, for all CBA transmittals received, within 72 *clock hours* of receipt at the CTO. The CTO shall be required to directly electronically transfer this information in the format prescribed in Table 1. The CTO shall be required to electronically receive and record from the CUI electronic acknowledgment of all CTO electronic transmittals successfully received, validated, and loaded by the CUI. The CTO will assist with resolving any transmission difficulties.

#### 4) Provide Research and Assistance To Resolve Unreconciled CBA Ticket Charges

The CTO shall provide periodic research and assistance to the TO or other authorized Government personnel, to assist in resolving unreconciled CBA ticket charges and credits. The CTO shall also be required to respond to TO requests for assistance, within 48 business hours, to expedite the TO's review and certification of the CBA invoice.

Figure 1

**Potential CBA Workload Distribution**



## CTO Data Format

1. The Commercial Travel Office (CTO) data format has been constructed using the Charge Card Vendor (CCV) data format, and the required data from CTO to the CUI. The proposed CTO data format, consists of three segments: a header, detail, and trailer. The three segments are described below.
2. The header segment in the Proposed CTO Data Format has 13 data fields. Fields #1 to #7 are exactly the same as the first seven fields of the header segment in the Bank of America TMC data format. Fields #8 to #18, which are used to evaluate the accuracy of the detail data while the CUI parses the data, are: Total Amount of Matches, Total Percent of ARC rate (PAR) Amount, Total Ticket Credit, Total Advance Credit, Total Airport Credit, Total Prev-applied Credit (previously applied credit) Total Amount of Unmatch Charges, Total Amount of Unmatch Credits, Total Payment Received, Total Credit Adjustment, and Total Debit Adjustment.
3. The detail segment has 33 data fields. With the exception of field #11, which is now Social Security Number, fields #1 through #12 are the same as the first twelve fields of the detail segment in the Bank of America TMC data format. Field #13 is Travel Order Number. Fields #14 to #30 are data elements relating to the Line of Accounting (LOA). Field #31 is Fiscal Station Number (FSN). Field #33 is Match Result Code; the Match Result Code specifies the CTO match result and has a length of two characters.
4. CTOs shall use UPPER case for all the Match Result Codes. These Match Result Codes are defined as follows:

Matched Charge	TM
Unmatched Charge	TU
Unmatched Credit	TN
Advance Credit	TA
Ticket Credit (Real Credit)	TR
Airport Credit	TI
Previously Applied Credit	TP
Payment Received	TY
Credit Adjustment	TJ
Debit Adjustment	TS

Table 1

**Matched Charge (TM):** When Vcode = “10” in the invoice, and CTO did issue the ticket to this traveler with the correct amount, CTO will code in the Match Result Code as “TM”.

**Unmatch Charge (TU):** When Vcode = “10”, and CTO did NOT issue the ticket at all, or the charge is NOT even for a ticket, CTO will code it “TU”.

**Unmatch Credit (TN):** When Vcode = “11”, and CTO did NOT issue the ticket at all, or the credit is not even for a ticket. CTO will code it “TN”.

**Advance Credit (TA):** When Vcode = “10”; CTO did issue the ticket to this traveler with the correct amount; CTO knows this is a canceled ticket; and in the same invoice there is NOT a credit for this ticket with the exactly same amount. The CTO will code “TA” instead of “TM”.

**Ticket Credit (TR):** When Vcode = “10”; CTO did issue the ticket to this traveler with the correct amount; CTO knows this is a canceled ticket; and CTO finds that in the same invoice there is a credit item with Vcode = “11” for the same ticket and amount. The CTO will code “TR” on both the charge and credit.

**Airport Credit (TI):** When Vcode = “11”, and CTO determines that the credit is airport credit, CTO will code the Match Result Code as “TI”.

**Previously Applied Credit (TP):** When VISA Transaction Code = “11”, and CTO finds this ticket had appeared in a previous month’s invoice and was determined to be an advance credit or coded “TA”, this will be considered as a previously applied credit. CTO will code the Match Result Code as “TP”.

**Payment Received (TY):** When VISA Transaction Code = “31”, it means Payment Received by CCV. CTO will code it “TY”.

**Credit Adjustment (TJ):** When VISA Transaction Code = “61”, it means CCV has made credit adjustment. This mostly is related to the disputed tickets in the previous month. CTO will code it “TJ”.

**Debit Adjustment (TS):** When VISA Transaction Code = “62”, it means CCV has made debit adjustment. This mostly is related to the Credit Adjustment for some disputed tickets in the prior month. CTO will code it “TS”.

**TABLE 2**  
**CTO CBA ASCII FILE LAYOUT**

CTO Data Format				Bank of America TMC Format			
HEADER							
#	Field Name	Type	Length	#	Field Name	Type	Length
1	Header ID	VarChar2	2	1	Header ID	Number	2
2	CBA Invoice Number	VarChar2	13	2	Invoice Number	Number	13
3	CBA Account Number	VarChar2	19	3	Central Account Number	Number	19
4	Trading Partner Name	VarChar2	40	4	Trading Partner Name	VarChar2	40
5	Invoice Period Start	YYYYMMDD	8	5	Invoice Period Start	YYYYMMDD	8
6	Invoice Period End	YYYYMMDD	8	6	Invoice Period End	YYYYMMDD	8
7	Invoice Creation Date	YYYYMMDD	8	7	Creation Date	YYYYMMDD	8
8	Total Amount of Matches	Number	14,2				
9	Total Percent of ARC rate (PAR) Amount	Number	11,2				
10	Total Ticket Credit	Number	11,2				
11	Total Advance Credit*	Number	11,2				
12	Total Airport Credit*	Number	11,2				
13	Total Prev-applied Credit*	Number	11,2				
14	Total Amount of Unmatch Charge	Number	11,2				
15	Total Amount of Unmatch Credit	Number	11,2				
16	Total Payment Received	Number	11,2				
17	Total Credit Adjustment	Number	11,2				
18	Total Debit Adjustment	Number	11,2				
DETAIL							
#	Field Name	Type	Length	#	Field Name	Type	Length
1	VISA Transaction Code	VarChar2	2	1	VISA Transaction Code	Number	2
2	TSYS Account Number[]	VarChar2	19	2	TSYS Account Number	Number	19
3	Ticket Number	VarChar2	15	3	Ticket Number	VarChar2	15
4	Source Currency Code	VarChar2	3	4	Source Currency Code	Number	3
5	Billing Currency Code	VarChar2	3	5	Billing Currency Code	Number	3
6	Source Amount	Number	14,4	6	Source Amount	Number	14,4
7	Transaction Amount	Number	14,4	7	Billing Amount	Number	14,4
8	Conversion Rate	Number	5,5	8	Conversion Rate	Number	5,5
9	Transaction Date	YYYYMMDD	8	9	Transaction Date	YYYYMMDD	8

10	Passenger Name	VarChar2	25	10	Passenger Name	VarChar2	25
11	Social Security Number	VarChar2	10				
12	Reference Number	VarChar2	23	11	Reference Number	VarChar2	23
13	Travel Order Number	VarChar2	6				
14	Account Label	VarChar2	15				
15	Account Organization Name	VarChar2	20				
16	Acct 1	VarChar2	20				
17	Acct 2	VarChar2	20				
18	Acct 3	VarChar2	20				
19	Acct 4	VarChar2	20				
20	Acct 5	VarChar2	20				
21	Acct 6	VarChar2	20				
22	Acct 7	VarChar2	20				
23	Acct 8	VarChar2	20				
24	Acct 9	VarChar2	20				
25	Acct 10	VarChar2	20				
26	Fiscal Station Number	VarChar2	6				
27	US\$ Percent of ARC rate (PAR) Amount	Number	6,2				
28	Match Result Code	VarChar2	2				
	*Optional fields provide if possible						
TRAILER							
#	Field Name	Type	Length	#	Field Name	Type	Length
1	Trailer ID	VarChar2	2	1	Trailer ID	Number	2
2	CBA Account Number	VarChar2	19	2	Central Account Number	Number	19
3	Trading Partner Name	VarChar2	40	3	Trading Partner Name	VarChar2	40
4	Previous Balance	Number	11,2	4	Previous Balance	Number	11,2
5	New Balance	Number	11,2	5	New Balance	Number	11,2



Notes:

Length (8,2) = Total Length is 10, and 2 decimal spaces. (e.g. 12345678.90)	VISA Transaction Code will appear as a loop (many times),
Header ID will always be "00" and only appear once.	When it = "10" the item is a charge.
Trailer ID will always be "99" and only appear once.	When it ="11" the item is a credit,
	When it ="31" the item is a payment.
	When it =" 61", it means credit adjustment,
	When it = "62", it means debit adjustment.

**TABLE 3  
DATA ELEMENT DEFINITIONS  
FOR THE CTO CBA ACII FILE LAYOUT**

HEADER		
#	Field Name	
1	Header ID	A two-character identifier signifying the start of the header portion of the CBA ticket transaction record
2	CBA Invoice Number	An identification number that uniquely codes for a monthly billing statement of a particular CBA account
3	CBA Account Number	A unique 16-digit identification number against which an organization charges CBA tickets
4	Trading Partner Name	The name of the CTO submitting the ASCII file to the CUI
5	Invoice Period Start	The starting date of the CBA invoice billing cycle
6	Invoice Period End	The ending date of the CBA invoice billing cycle
7	Invoice Creation Date	The date on which the CBA invoice was created
8	Total Amount of Matches	The sum, in US\$, of all ticket charges, on a given CBA invoice, that are reconcilable by the CTO
9	Total Percent of ARC rate (PAR) Amount	The sum, in US\$, of all Percent of ARC rate (PAR) s Amounts due the Government for individual tickets on a given CBA invoice
10	Total Ticket Credit	The sum, in US\$, of all CTO-recognized credits on a given CBA invoice
11	Total Advance Credit	The sum, in US\$, of all individual advance credits on a given CBA invoice
12	Total Airport Credit	The sum, in US\$, of all individual airport credits on a given CBA invoice
13	Total Previously Applied Credit	The sum, in US\$, of all previously applied credits on a given CBA invoice
14	Total Amount of Unmatch Charge	The sum, in US\$, of all individual ticket charges, on a given CBA invoice, that are not reconcilable by the CTO
15	Total Amount of Unmatch Credit	The sum, in US\$, of all individual ticket credits on a given CBA invoice that are not reconcilable by the CTO

16	Total Payment Received	The sum, in US\$, of all individual payments acknowledged as having been received and posted to a given CBA account by the CCV during the billing cycle of interest
17	Total Credit Adjustment	The sum, in US\$, of all individual credits acknowledged as having been received and posted to a given CBA account by the CCV during the billing cycle of interest
18	Total Debit Adjustment	The sum, in US\$, of all individual debits acknowledged as having been received and posted to a given CBA account by the CCV during the billing cycle of interest
DETAIL		
#	Field Name	
1	VISA Transaction Code	A two-character identifier signifying the start of the detail portion of the CBA ticket transaction record
2	TSYS Account Number	The key field for the ticket transaction record when the information is residing in the TSYS system
3	Ticket Number	A 13-position unique numeric identifier of a CBA ticket
4	Source Currency Code	A code that designates the type of currency used to purchase a given CBA airline ticket
5	Billing Currency Code	A code that designates the type of currency used to produce the given CBA invoice
6	Source Amount	The amount of the CBA ticket in its original (source) currency
7	Transaction Amount	The amount of the CBA ticket after conversion to US\$
8	Conversion Rate	The rate of exchange of the two currencies (if they are different)
9	Transaction Date	The date on which the ticket transaction was posted to the CBA account
10	Passenger Name	The first and last names of the traveler
11	Social Security Number	The traveler's Social Security Number
12	Reference Number	A unique 23-character identification code used to identify each transaction posted to a given CBA account
13	Travel Order Number	An identification number, assigned by a government travel order system, that uniquely identifies a traveler's authorization to travel
14	Account Label	Textual description of the line of accounting
15	Account Organization Name	The name of the traveler's organization that determines the accounting code
16	Acct 1	Part 1 of the accounting code
17	Acct 2	Part 2 of the accounting code
18	Acct 3	Part 3 of the accounting code
19	Acct 4	Part 4 of the accounting code
20	Acct 5	Part 5 of the accounting code
21	Acct 6	Part 6 of the accounting code
22	Acct 7	Part 7 of the accounting code
23	Acct 8	Part 8 of the accounting code
24	Acct 9	Part 9 of the accounting code
25	Acct 10	Part 10 of the accounting code
26	Ext Acct 1	Part 1 of the accounting code's extension
27	Ext Acct 2	Part 2 of the accounting code's extension

28	Ext Acct 3	Part 3 of the accounting code's extension
29	Ext Acct 4	Part 4 of the accounting code's extension
30	Ext Acct 5	Part 5 of the accounting code's extension
31	Fiscal Station Number	The code used to identify the DFAS paying office responsible for servicing the cited Line of Accounting
32	US\$ Percent of ARC rate (PAR) Amount	The amount, in US\$, of the Percent of ARC rate (PAR) amount due the Government for an individual ticket
33	Match Result Code	The code used to identify the result of the CTO match
TRAILER		
#	Field Name	
1	Trailer ID	A two-character identifier signifying the start of the trailer portion of the CBA ticket transaction record
2	CBA Account Number	A unique 16-digit identification number against which an organization charges CBA tickets
3	Trading Partner Name	The name of the CTO submitting the ASCII file to the CUI
4	Previous Balance	The sum, in US\$, previously owed the CCV
5	New Balance	The sum, in US\$, currently owed the CCV

The following contract provision is hereby incorporated by reference:

**FAR 52.212-1 Instructions to Offerors -- Commercial Items (AUG 1998)**

**ADDENDUM TO 52.212-1 Instructions to Offerors**

**1. VOLUME OF CONTRACT**

1.1 The Government anticipates making numerous awards from this solicitation. Eighteen (18) Travel Areas (One per CLIN) are available for Full and Open Competition with specific sites within those Eighteen Travel Areas being awarded as Small Business Set-Asides. See the Schedule contained within the Solicitation for Travel Areas being competed. Multiple CLINs may be awarded under one contract if doing so is in the best interest of the Government.

1.2. In addition, it is the Government's intent to maximize the opportunity of participation to facilitate this objective. The Government reserves the right to determine the assignment of awards to the Offerors. No single offeror will be awarded more than 63% of the total dollar volume for solicitation unless doing so is in the best interest of the Government.

**2. PROPOSAL SUBMISSION.**

2.1 An Offeror may elect to submit a proposal for one area or any number of areas up to all Travel Areas, excluding the Travel Areas set-aside for small business entities. Small Business Offerors may submit a proposal with appropriate pricing data for one or any number of areas up to all Travel Areas listed.

2.2 The CLINs listed in the Schedule represent Travel Areas. These Travel Areas include all applicable states and their corresponding sites, CONUS wide. Offerors shall refer to the Workload Data in the Statement of Work to determine which states/sites any particular Travel Area represents.

2.3 Offerors may propose on any or all of the CLINs shown in the schedule. However, states/sites listed within each Travel Area cannot be separated. Therefore, should an Offeror elect to propose on a particular CLIN, the Offeror shall accept all states/sites represented within that CLIN Travel Area, excluding any sites set-aside for small business.

**3. INCORPORATION OF PROPOSAL INTO THE CONTRACT.**

3.1 At the time of award of any contract resulting from this solicitation, the successful Offeror's proposal will be incorporated by reference as part of the contract. A proposal identified in this solicitation means "offer" as described in FAR 2.101.

**4. REQUIREMENTS FOR SUBMISSION.**

4.1 To be considered for any award, Offerors shall provide a proposal, written capability information and an oral presentation. Submission of the Offeror's proposal and written capability information will constitute an offer, which the Government may accept to form a contract.

4.2 Offerors must unconditionally assent in writing to the terms and conditions of the Solicitation in order for their offers to be considered acceptable. Exception to any of the terms and conditions of the Solicitation

will result in a finding that their offer includes a deficiency and that deficiency may render the offer unacceptable.

4.3 The proposal and written capability information shall be submitted in three separate volumes, streamlining the submission effort and the evaluation process. One original plus 3 copies of Volumes 2 and 3 of the proposal are required. The original (to include original signatures) shall be clearly marked in order to identify it from the other sets, which shall be numbered. Only the original for Volume 1 is required.

4.4 In addition, a copy of the proposal including Volumes 2 and 3 shall be submitted electronically, in Microsoft Word 6.0 or higher preferably on a CD-ROM or on 3.5" high density (1.44 MB) floppy disc(s). CD-ROMs and disks shall be clearly labeled as to their contents.

4.5 The Government will not consider any materials submitted in excess of those expressly listed herein.

4.6 To aid in the evaluation process, proposals shall be complete and clearly presented. Proposals shall be neat, indexed, cross-indexed, and assembled in an orderly manner.

## 5. EVALUATION FACTORS FOR AWARD.

5.1 The following Factors will be used for purposes of evaluation and award.

Factor 1 – Acceptability of Proposed Nonprice Terms and Conditions

Factor 2 – Relative Capability

Subfactor (a) Experience

Subfactor (b) Past Performance

Subfactor (c) Understanding of the Work

Factor 3 – Relative Risk

Factor 4 - Fees

5.2 Offerors will address the Factors via written proposals and oral presentations.

## 6. PROPOSAL SUBMISSION INSTRUCTIONS (VOLUMES 1-3)

6.1 Volume 1 – Proposal.

6.1.1 Volume 1 relates to Evaluation Factor 1, which is the Acceptability of Proposed Nonprice Terms and Conditions. Volume 1 shall be submitted bound in a folder with all documents two-hole punched at the top center of each page.

6.1.2. Documents provided to the Offeror within this solicitation shall not be altered. Solicitation documents that the Offeror must complete shall be returned in the format as received with all appropriate information completed. The folder submitted must be labeled in the order described below.

6.1.3. Offerors must unconditionally assent in writing to the terms and conditions of the Solicitation in order for their offers to be considered acceptable. Exception to any of the terms and conditions of the Solicitation will result in a finding that their offer includes a deficiency and that deficiency may render the offer unacceptable.

6.1.4 Tab A: At Tab A, the Offeror shall include a completed Offer Form - SF 1449. Additionally, the Offeror shall include all solicitation documents in the same order as received inserting applicable

information required throughout the solicitation including completion of the clauses and the certifications and representations.

6.1.5. Tab B: At Tab B, the Offeror shall include their Subcontracting Plan. This requirement is only applicable to Large Businesses. For small business entities indicate 'No Plan Required'.

6.1.6. For Large Businesses, a Small Business Plan is required in accordance with Federal Acquisition Regulation 52.219-9 and shall be submitted with the proposal. It is the Government's expectation that 10 percent (10%) or more of the total contract value be subcontracted to Small Business entities. Of this amount, the Government further anticipates that 5 percent (5%) or more of the total planned subcontracting dollars be subcontracted to small disadvantaged business concerns, and that 5 percent (5%) or more of the total planned subcontracting dollars be subcontracted to women-owned small business concerns.

6.1.7. The Government will review the subcontracting plan in accordance with FAR 52.219-9 and Army Federal Acquisition Regulation Appendix CC and utilize this information in the Responsibility Determination of Offerors.

6.1.8. Offerors will be evaluated on an "acceptable" or "unacceptable" basis with respect to these plans. Any defects or other problems in a given plan must be corrected prior to execution of the contract such that the plan is deemed acceptable by the Contracting Officer. An Offeror's failure to submit an acceptable plan will result in the Offeror being eliminated from further consideration from award.

6.1.9. Tab C: At Tab C, the Offeror shall include their Financial Report. The Offeror must have sufficient financial capacity, working capital, and other financial, technical and management resources to perform the contract without financial assistance from the Government. To document this capacity, the Offeror shall provide reviewed balance sheets and income statements for the past three years. The Government will examine and utilize this information in the Determination of Responsibility (FAR Part 9) of Offerors.

6.1.10 Tab D: At Tab D the Offeror shall submit a statement unconditionally assenting in writing to the terms and conditions of the contract. This statement must be signed by the same individual signing the SF 1449.

## 6.2 Volume 2 – Capability.

6.2.1. Volume 2 relates to Evaluation Factor 2 Relative Capability which includes experience, past performance, and understanding of the work. Volume 2 shall be submitted in a three-ring binder, prepared on standard 8-1/2 by 11 inch white paper. The pages shall be numbered, singled-spaced, and punched with a 3-hole punch along the left margin. Each page shall have a one-inch margin at the top, the bottom and on each side. These requirements do not apply to the Experience or Past Performance Questionnaires as they shall be submitted in the format provided. Text must be no smaller than 12-pitch font size. The binder will be labeled with the required supporting documentation as described below:

6.2.2 Tab A: Capability - Experience (limited to 1 questionnaire) A questionnaire format for submission of the Offeror's Experience is found attached to this solicitation. All Offerors shall use the format provided. The Offeror shall describe its capability in terms of its experience or key subcontractor's experience on contracts having requirements consistent with the scope and complexity of the requirements of this solicitation. The Offeror should describe the experience of the project relating relevant experience to this effort.

6.2.3 Tab B: Capability - Past Performance. At Tab B the Offeror will address their Past Performance History. Past performance shall also be provided for key subcontractors, if any. The Offeror shall submit a

consolidated listing of each past performance reference in the Format provided in these instructions. The Offeror shall provide information on any contracts within the last five (5) years having requirements consistent with the scope and complexity of the requirements of this solicitation.

6.2.4 The Offerors shall use the past performance questionnaire to obtain Past Performance information from the Offeror's reference (s). A copy of the questionnaire shall be forwarded by the Offeror to each reference as listed on the consolidated list referenced above. The Offeror shall include instructions to their reference requesting completed questionnaires be forwarded to the Contracting Officer not later than proposal due date.

6.2.5 Request the Offeror (s) consider early voluntary submission of their proposal within 14 days of the solicitation issue date.

6.2.6 Information provided by an Offeror is subject to verification from any source by the Government during the evaluation. In addition, the Government reserves the right to contact other Government Agencies, project managers, other private industry points of contact, or any other entity in gathering information on the Offeror's past performance.

6.2.7. Tab C: Capability - Understanding of the Work. Capability with regards to Understanding the Work will be demonstrated by the Offeror through an oral presentation. At Tab C the Offeror shall indicate the name and position of personnel that will be participating in the oral presentation and the length of their presentation as outlined below. No written submission other than the listing of presentation participants is required for this factor.

6.2.8. The Contracting Officer will provide a date, time and location, within the Washington D.C Metropolitan Area, for each Offeror to provide an oral presentation demonstrating their clear understanding of the work and ability of the Offeror to successfully perform all requirements in the Statement of Work.

6.2.9. The Government reserves the right to determine the order in which Offerors provide their oral presentations. The purpose of the oral presentation is to provide the Offeror an opportunity to demonstrate the Offeror's overall understanding of the contract requirements.

6.2.10. The Offeror shall provide details on their proposed methodology to satisfy the requirements of this solicitation for Official Travel Services. At a minimum, some areas the Offeror may choose to describe to demonstrate an understanding of the work may be:

The Offeror's solution to providing Official Travel Services.

The Offeror's standards to be used in establishing a staffed travel office at an installation.

The Offeror's solutions to provide services to personnel stationed at locations which will not have a staffed Official Travel Service Office.

The sufficiency and practicality of the Offeror's solution to respond to contingencies and seasonal fluctuation.

The Offeror's willingness and intent to promote new and emerging technologies that can enhance customer service at locations with/without staffed travel offices including consultation with Government to consider implementation of new technologies and approach to testing of new technologies.

The Offeror's solution to assure customers shall purchase travel arrangements at the lowest available price, including both air and non-air, and assurance to customers that the lowest price will always be offered.

The Offeror's solution to acquire customer feedback, and to share information obtained with the Government.

The Offeror's approach to contingencies such as block leave, annual Exodus, family movement due to mobilizations, and emergency leave during off-duty hours.

The Government's CUI plug and play requirement.

6.2.11. No written material may be provided by the Offeror during the oral presentation. The Offeror shall provide a copy of the presentation to the Contracting Officer at least one day prior to the scheduled presentation which will be provided to the attendees.

6.2.12. The oral presentation will not involve any communication about the offer and will not constitute discussions. Additionally, if during the procurement process the Government decides to conduct discussions, the Offeror shall not be notified of any problems with their oral presentation or be allowed to revise their oral presentation.

6.2.13. A 90-minute block will be allowed for each Offeror's presentation to discuss Official Travel Services. If an Offeror proposes on more than one Area (CLIN), they may have, if requested, an allotment of 15 minutes for each additional Area not to exceed a total of four (4) hours for their presentation.

6.2.14. Upon completion of the Offeror's presentation the Government will caucus for approximately 30 minutes. Following the caucus there will be a question and answer session not to exceed one (1) hour. During the question and answer session, the Government may request clarification of any points addressed which are unclear and may ask for elaboration by the Offeror on any point which was not adequately supported. Any such interchange between the Offeror and the Government will be for clarification only, and will not constitute discussions within the meaning of FAR 15.610. In addition, any such interchange will not obligate the Government to conduct discussions or to solicit or entertain any revisions to the proposal.

6.2.15. For purposes of uniformity, the Offeror shall follow this sequence during their oral presentation: Introduction and overview of presenters; discussion of relevant experience demonstrating an understanding of the work; discussion of proposed approach and solutions as well as other topics that support the Offerors understanding of the work. No discussion on pricing (fees) is permitted.

6.2.16. Offerors are not permitted to use pre-prepared videotaped presentations. Offerors are permitted to use overhead/presentation type media to present their information. When developing the presentation, Offerors should concentrate on the quality of information and not quality of presentation style. Elaborate presentation styles are discouraged.

6.2.17 The Contracting Officer reserves the right to record or otherwise establish a record of the oral presentation via any means it deems appropriate. Offerors are not permitted to record the oral presentation.

6.2.18 Offerors may bring up to ten (10) personnel with them to the Oral Presentation.

6.3. Volume 3 – Fees.



6.3.1. Volume 3 shall be submitted in a sealed 8 1/2 x 11-inch envelope. Contained in the sealed envelope are the Offeror's proposed fees.

6.3.2. The Offeror shall submit the 'Schedule' as provided in this solicitation in its entirety and in its original format. The Offeror shall complete the table in the Schedule identifying which area (s) the Offeror requests consideration for Award.

6.3.3 For each Travel Area not in the Offeror's proposal, the Offeror shall mark X in the last column stating no proposal for that Travel Area. For each area included in the Offeror's Proposal, the Offeror shall complete the base period and option period pages clearly identifying the CLIN and Travel Area proposed.

6.3.4. If the Offeror is proposing on more than one area, the base period and option period pages shall be completed for each area. For more than one area, the Offeror must reproduce copies of the Schedule and submit the entire set of pricing for the base period and option period for each area included in the Offeror's proposal.

6.3.5. Offerors are not required to propose on all CLINs (Areas) listed in the schedule, but only on those CLINs for which they want to be considered for award. For each CLIN proposed all SUBCLINS of the Travel Area CLIN must be completed.

6.3.6 For Air Travel

6.3.6.1 Offerors shall provide a single, fixed percentage amount, not to exceed two (2) positions (hundredths) to the right of the decimal point. Offerors shall not propose a percentage based on fluctuating volumes.

6.3.6.2 The PAR is the percentage of the monthly Airline Reporting Corporation (ARC) percentage rate that the Offeror is proposing to pay to the Government. For example if the Offeror proposes 32% and the Domestic ARC rate is 7% for the month the transactions are completed, the Offeror will pay the Government 32% of the 7%. If the ARC rate is 6% the next month, the Offeror will pay the Government 32% of the 6% for that month's transaction.

6.4 Offerors may elect to charge a service fee for services provided to travelers not using the CUI which must be listed with SUBCLIN AB in the Schedule. The service fee does not have to be separately priced and could be included or recovered from the commissions shared with the DoD. If the Offeror decides not to price the item separately, the Offeror shall indicate their decision by writing NSP in the block described above. For separately priced services under this CLIN, the CTO will indicate the service provided in the CUI when creating the trip record including the reason the traveler is not utilizing the CUI. Reason codes will be identified in the DTS Operations Manual..

6.5 For leisure in conjunction with official travel provide a fee based on commissions received from sales of leisure point-to-point reservation and ticketing on scheduled common carriers when provided in conjunction with Official Travel. Additionally, provide a fee based on a percent of the commissions paid to the CTO for leisure reservations made for lodging or rental vehicles in conjunction with Official Travel.

## 7. PREPROPOSAL CONFERENCE/QUESTIONS

7.1 The preproposal conference will take place approximately fourteen calendar days after issuance of this solicitation. Details for the preproposal conference may be found at the following web site, [www.dtic.mil/travelink](http://www.dtic.mil/travelink).

7.2 All questions on the solicitation shall be submitted not later than ten (10) calendar days after solicitation issue date. Questions shall be submitted to the Contracting Officer via the following web site address: [www.dtic.mil/travelink/](http://www.dtic.mil/travelink/). Additional instructions on submitting questions may be found at that address.

## 8. PROPOSAL DUE DATE

8.1. For consideration Offerors must respond to this solicitation by submitting their complete proposal by the time and date indicated on Standard Form 1449. Proposals must be mailed or delivered to the Contracting Officer, at the address noted on Standard Form 1449.

8.2. Request the Offeror (s) consider early voluntary submission of their proposal within 14 days of the solicitation issue date.

8.3. Offerors are responsible for affecting deliver, late submissions will not be considered. Telecopier or facsimile proposals are not authorized.

## 9. POINT OF CONTACT FOR INQUIRIES AND CLARIFICATIONS

9.1 The Contracting Officer will serve as the point of contact for inquiries and clarifications.

9.2 All questions on the solicitation shall be submitted not later than ten (10) calendar days after solicitation issue date. Questions shall be submitted to the Contracting Officer via the following web site address: [www.dtic.mil/travelink/](http://www.dtic.mil/travelink/). Additional instructions on submitting questions may be found at that address.

9.3. The Contracting Officer will post all questions and answers on the web site referenced above. Any response requiring a change to the solicitation will be provided via an Amendment to the solicitation and will be available to all Offerors who received the solicitation.

Addendum to Instructions to Offerors  
Appendix 1 - Past Performance

**Past Performance**

1. Each Offeror, as directed in the Instructions to Offerors Addendum, shall submit a Past Performance Reference list. Each Offeror is requested to forward a copy of the attached Past Performance Questionnaire to each reference listed on that submittal with instructions for the reference to complete the questionnaire and return it to the Contracting Officer within five days of receipt.
2. The Past Performance Reference list shall be clear and concise and shall be submitted not less than two references per page. The listing of Past Performance References are provided for the Government to assist in the evaluation of the Offeror's past performance history. The Offeror shall list all references within the last five years relative to the requirements of this solicitation. The format for submission of this listing is described below. The Offeror does not have to include the headings as shown, but shall maintain the same format.

**Offeror Name/Address/Point of Contact/Phone Number/RFP Number**

1. Past Performance Reference/Address/Point of Contact/Phone Number

Contract Type/Dates of Contract Performance

Description of work performed

Description of performance (include information to support areas such as Contract Compliance, Customer Satisfaction, Business Relations, Subcontracting Plan Success, and address any relevant Claims and/or Suits involving the Offeror.

- 
2. Past Performance Reference/Address/Point of Contact/Phone Number

Contract Type/Dates of Contract Performance

Description of work performed

Description of performance (include information to support areas such as Contract Compliance, Customer Satisfaction, Business Relations, Subcontracting Plan Success, and address any relevant Claims and/or Suits involving the Offeror.

Page 1 of \_\_\_\_

**Each Offeror shall complete this reference list and submit with the Offeror's proposal.**

**Addendum to FAR 52.212-2 Evaluation -- Commercial Items (Jan 1999)**

1. GENERAL

1.1 The Government will award a contract(s) for Official Travel Services resulting from this solicitation to the responsible Offeror(s) whose offer conforming to the solicitation represents the best overall expected value and will be most advantageous to the Government, price and other factors considered.

1.2 Options. It is anticipated the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

1.3 A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

## 2. EVALUATION FACTORS

2.1 The evaluation factors are listed below. All nonprice factors, Acceptability, Capability, and Risk when combined are significantly more important than Price ("Fees"). Acceptability is the most important nonprice evaluation factor, followed by Risk. The subfactors listed under Capability are considered equal in importance, and will be considered with the Offerors Understanding of the Work as the basis for determining Risk.

Factor 1 – Acceptability of Proposed Nonprice Terms and Conditions

Factor 2 – Relative Capability

Subfactor (a) Experience

Subfactor (b) Past Performance

Subfactor (c) Understanding of the Work

Factor 3 – Relative Risk

Factor 4 - Fees

### 2.2 Factor 1 – Acceptability of Proposed Nonprice Terms and Conditions

2.2.1 Offerors must unconditionally assent in writing to the terms and conditions of the Solicitation in order for their offers to be considered acceptable. Exception to any of the terms and conditions of the Solicitation will result in a finding that their offer includes a deficiency and that deficiency will render the offer unacceptable.

2.2.2 The Government will assess the Offeror's proposal to ensure that it unconditionally assents to the terms and conditions of the Solicitation.

### 2.3 Factor 2 – Relative Capability

2.3.1 Experience. The Offeror shall describe its experience on contracts having requirements consistent with the scope and complexity of the requirements of this solicitation. The Government will evaluate each Offeror's, to include proposed subcontractors', prior experience on the basis of its breadth, its depth, and its relevance to the work that will be required under this solicitation. The evaluation will examine the degree to which the Offeror demonstrates relevant functional and technical experience.

2.3.2 Past Performance. Past Performance is a measure of the degree to which an Offeror, to include proposed subcontractors, satisfied its customers in the past. The following will be considered in the evaluation: the degree to which the Offeror's performance was capable, efficient, effective, the degree to which the Offeror's performance conformed to the terms and conditions of its contract, the degree to which customer satisfaction is evident, and the degree to which the Offeror demonstrated effective contract management. If an Offeror does not have a past performance history relating to this solicitation, the Offeror will not be assessed favorably or unfavorably.

2.3.3 Understanding the Work. The Government will assess the Offeror's Understanding of Work based upon the Offeror's Oral Presentation. The Government will make an assessment of the Offeror's ability to perform the requirements of the solicitation and the degree to which the Offeror demonstrates an understanding and the ability to successfully perform all requirements of the solicitation.

## 2.4 Factor 3 - Relative Risk.

2.4.1 The Government will perform an integrated risk assessment using the Evaluation Factor "Capability" and all subfactors therein (experience, past performance, and understanding of the work as the basis for determining risk.

2.4.2 The Government will use the risk assessment to develop a level of confidence assessment rating (LOCAR) for each Offeror. The risk assessment will be based on the level of confidence the Government places on the Offeror's demonstrated capability to perform the requirements of the Performance Work Statement.

2.4.3 Once the level of confidence has been established, the Government will determine the expected value of the Offeror's proposal. The rating will be used to adjust the Government's evaluation of the Offeror's proposal and may be highly influential to the determination of which Offeror represents the best over all expected value.

## 2.5 Factor 4 - Fees.

2.5.1 All nonprice factors, when combined, are significantly more important than price. The proposed percentages will be evaluated to determine that the percentages are reasonable. The proposed percentages will be multiplied by the respective dollar volumes. The resultant dollar amounts will be evaluated to determine the most advantageous offer to the Government.

## 2.6. PRE-AWARD SURVEY.

2.6.1 A Pre-award survey may be requested by the Contracting Officer who will inquire into all phases of the offeror's business and operations to determine if the offeror has the technical, administrative and financial capabilities to perform the contract as presented in the proposal. A determination of nonresponsibility shall result in rejection of the offer.

## 2.7. FINAL PROPOSAL REVISIONS.

2.7.1 The Government reserves the right to award a contract on the basis of the initial offers received, without discussion. Therefore, Offerors are urged to ensure that their proposals are submitted with the Offeror's best terms, since less than the best potential could result in exclusion of the proposal from further consideration.

2.7.3 If a clear most advantageous offer is identified by the initial evaluation, no final proposal revision will be requested.

2.7.4 If award is not made on initial proposals received, the Contracting Officer anticipates conducting discussions with those offerors determined to be in the competitive range.

## 2.8. BASIS OF AWARD.

2.8.1 Award(s) shall be made to the offeror whose offer will be most advantageous to the Government, price and other factors considered.

**FAR 52.212-3 Offeror Representations and Certifications -- Commercial Items (Oct 1999)**

(a) Definitions. As used in this provision:

"Emerging small business" means a small business concern whose size is no greater than 50 percent of the numerical size standard for the standard industrial classification code designated.

"Small business concern" means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR Part 121 and size standards in this solicitation.

"Women-owned small business concern" means a small business concern --

(1) Which is at least 51 percent owned by one or more women or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and

(2) Whose management and daily business operations are controlled by one or more women.

"Women-owned business concern" means a concern which is at least 51 percent owned by one or more women; or in the case of any publicly owned business, at least 51 percent of the its stock is owned by one or more women; and whose management and daily business operations are controlled by one or more women.

(b) Taxpayer identification number (TIN) (26 U.S.C. 6109, 31 U.S.C. 7701). (Not applicable if the offeror is required to provide this information to a central contractor registration database to be eligible for award.)

(1) All offerors must submit the information required in paragraphs (b)(3) through (b)(5) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and implementing regulations issued by the Internal Revenue Service (IRS).

(2) The TIN may be used by the government to collect and report on any delinquent amounts arising out of the offeror's relationship with the Government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to the payment reporting requirements described in FAR 4.904, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.]

(3) Taxpayer Identification Number (TIN).

☐ TIN:\_\_\_\_\_.

☐ TIN has been applied for.

☐ TIN is not required because:

☐ Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not

have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;

☐ Offeror is an agency or instrumentality of a foreign government;

☐ Offeror is an agency or instrumentality of the Federal Government;

(4) Type of organization.

☐ Sole proprietorship;

☐ Partnership;

☐ Corporate entity (not tax-exempt);

☐ Corporate entity (tax-exempt);

☐ Government entity (Federal, State, or local);

☐ Foreign government;

☐ International organization per 26 CFR 1.6049-4;

☐ Other \_\_\_\_\_.

(5) Common parent.

☐ Offeror is not owned or controlled by a common parent:

☐ Name and TIN of common parent:

Name \_\_\_\_\_

TIN \_\_\_\_\_

(c) Offerors must complete the following representations when the resulting contract is to be performed inside the United States, its territories or possessions, Puerto Rico, the Trust Territory of the Pacific Islands, or the District of Columbia. Check all that apply.

(1) Small business concern. The offeror represents as part of its offer that it ☐ is, ☐ is not a small business concern.

(2) Small disadvantaged business concern. [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents, for general statistical purposes, that it ☐ is, ☐ is not, a small disadvantaged business concern as defined in 13 CFR 124.1002.



(3) Women-owned small business concern. [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents that it ☐ is, ☐ is not a women-owned small business concern.

(4) Women-owned business concern (other than small business concern). [Complete only if the offeror is a women-owned business concern and did not represent itself as a small business concern in paragraph (c)(1) of this provision.]. The offeror represents that it ☐ is, ☐ a women-owned business concern.

(5) Tie bid priority for labor surplus area concerns. If this is an invitation for bid, small business offerors may identify the labor surplus areas in which costs to be incurred on account of manufacturing or production (by offeror or first-tier subcontractors) amount to more than 50 percent of the contract price:

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(6) Small Business Size for the Small Business Competitiveness Demonstration Program and for the Targeted Industry Categories under the Small Business Competitiveness Demonstration Program. [Complete only if the offeror has represented itself to be a small business concern under the size standards for this solicitation.]

(i) (Complete only for solicitations indicated in an addendum as being set-aside for emerging small businesses in one of the four designated industry groups (DIGs).) The offeror represents as part of its offer that it ☐ is, ☐ is not an emerging small business.

(ii) (Complete only for solicitations indicated in an addendum as being for one of the targeted industry categories (TICs) or four designated industry groups (DIGs).) Offeror represents as follows:

(A) Offeror's number of employees for the past 12 months (check the Employees column if size standard stated in the solicitation is expressed in terms of number of employees); or

(B) Offeror's average annual gross revenue for the last 3 fiscal years (check the Average Annual Gross Number of Revenues column if size standard stated in the solicitation is expressed in terms of annual receipts).

(Check one of the following):

Number of Employees	Average Annual Gross Revenues
<input type="checkbox"/> 50 or fewer	<input type="checkbox"/> \$1 million or less
<input type="checkbox"/> 51-100	<input type="checkbox"/> \$1,000,001-\$2 million
<input type="checkbox"/> 101-250	<input type="checkbox"/> \$2,000,001-\$3.5 million
<input type="checkbox"/> 251-500	<input type="checkbox"/> \$3,500,001-\$5 million
<input type="checkbox"/> 501-750	<input type="checkbox"/> \$5,000,001-\$10 million
<input type="checkbox"/> 751-1,000	<input type="checkbox"/> \$10,000,001-\$17 million
<input type="checkbox"/> Over 1,000	<input type="checkbox"/> Over \$17 million

(7) (Complete only if the solicitation contains the clause at FAR 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns, or FAR 52.219-25, Small Disadvantaged Business Participation Program-Disadvantaged Status and Reporting, and the offeror desires a benefit based on its disadvantaged status.)

(i) General. The offeror represents that either-

(A) It [ ] is, [ ] is not certified by the Small Business Administration as a small disadvantaged business concern and [identified], on the date of this representation, [as a certified] small disadvantaged business concern[ in the database ] maintained by the Small Business Administration [(PRO-Net)], and that no material change in disadvantaged ownership and control has occurred since its certification, and, where the concern is owned by one or more individuals claiming disadvantaged status, the net worth of each individual upon whom the certification is based does not exceed \$750,000 after taking into account the applicable exclusions set forth at 13 CFR 124.104(c)(2); or

(B) It [ ] has, [ ] has not submitted a completed application to the Small Business Administration or a Private Certifier to be certified as a small disadvantaged business concern in accordance with 13 CFR 124, Subpart B, and a decision on that application is pending, and that no material change in disadvantaged ownership and control has occurred since its application was submitted.

(ii) Joint Ventures under the Price Evaluation Adjustment for Small Disadvantaged Business Concerns. The offeror represents, as part of its offer, that it is a joint venture that complies with the requirements in 13 CFR 124.1002(f) and that the representation in paragraph (c)(7)(i) of this provision is accurate for the small disadvantaged business concern that is participating in the joint venture. [The offeror shall enter the name of the small disadvantaged business concern that is participating in the joint venture:\_\_\_\_\_.]

(d) Representations required to implement provisions of Executive Order 11246 -

(1) Previous contracts and compliance. The offeror represents that --

(i) It [ ] has, [ ] has not, participated in a previous contract or subcontract subject either to the Equal Opportunity clause of this solicitation; and

(ii) It [ ] has, [ ] has not, filed all required compliance reports.

(2) Affirmative Action Compliance. The offeror represents that --

(i) It [ ] has developed and has on file, [ ] has not developed and does not have on file, at each establishment, affirmative action programs required by rules and regulations of the Secretary of Labor (41 CFR parts 60-1 and 60-2), or

(ii) It [ ] has not previously had contracts subject to the written affirmative action programs requirement of the rules and regulations of the Secretary of Labor.

(e) Certification Regarding Payments to Influence Federal Transactions (31 U.S.C.1352). (Applies only if the contract is expected to exceed \$100,000.) By submission of its offer, the offeror certifies to the best of its knowledge and belief that no Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress on his or her behalf in connection with the award of any resultant contract.

(f) Buy American Act -- Trade Agreements -- Balance of Payments Program Certificate. (Applies only if FAR clause 52.225-9, Buy American Act -- Trade Agreement -- Balance of Payments Program, is included in this solicitation.)

(1) The offeror hereby certifies that each end product, except those listed in paragraph (f)(2) of this provision, is a domestic end product (as defined in the clause entitled "Buy American Act -- Trade Agreements -- Balance of Payments Program") and that components of unknown origin have been considered to have been mined, produced, or manufactured outside the United States, a designated country, a North American Free Trade Agreement (NAFTA) country, or a Caribbean Basin country, as defined in section 25.401 of the Federal Acquisition Regulation.

(2) Excluded End Products:

LINE ITEM NO.

COUNTRY OF ORIGIN

(3) Offers will be evaluated by giving certain preferences to domestic end products, designated country end products, NAFTA country end products, and Caribbean Basin country end products over other end products. In order to obtain these preferences in the evaluation of each excluded end product listed in paragraph (f)(2) of this provision, offerors must identify and certify below those excluded end products that are designated or NAFTA country end products, or Caribbean Basin country end products. Products that are not identified and certified below will not be deemed designated country end products, NAFTA country end products, or Caribbean Basin country end products. Offerors must certify by inserting the applicable line item numbers in the following:

(i) The offeror certifies that the following supplies qualify as "designated or NAFTA country end products" as those terms are defined in the clause entitled "Buy American Act -- Trade Agreements -- Balance of Payments Program":

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(Insert line item numbers)

(ii) The offeror certifies that the following supplies qualify as "Caribbean Basin country end products" as that term is defined in the clause entitled "Buy American Act -- Trade

Agreements -- Balance of Payments Program":

---

(Insert line item numbers)

(4) Offers will be evaluated in accordance with FAR Part 25.

(g)

(1) Buy American Act -- North American Free Trade Agreement Implementation Act -- Balance of Payments Program. (Applies only if FAR clause 52.225-21, Buy American Act -- North American Free Trade Agreement Implementation Act -- Balance of Payments Program, is included in this solicitation.)

(i) The offeror certifies that each end product being offered, except those listed in paragraph (g)(1)(ii) of this provision, is a domestic end product (as defined in the clause entitled "Buy American Act -- North American Free Trade Agreement Implementation Act -- Balance of Payments Program," and that components of unknown origin have been considered to have been mined, produced, or manufactured outside the United States.

(ii) Excluded End Products:

LINE ITEM NO.

COUNTRY OF ORIGIN

(iii) Offers will be evaluated by giving certain preferences to domestic end products or NAFTA country end products over other end products. In order to obtain these preferences in the evaluation of each excluded end product listed in paragraph (g)(1)(ii) of this provision, offerors must identify and certify below those excluded end products that are NAFTA country end products. Products that are not identified and certified below will not be deemed NAFTA country end products. The offeror certifies that the following supplies qualify as "NAFTA country end products" as that term is defined in the clause entitled "Buy American Act -- North American Free Trade Agreement Implementation Act -- Balance of Payments Program":

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(Insert line item numbers)

(iv) Offers will be evaluated in accordance with Part 25 of the Federal Acquisition Regulation. In addition, if this solicitation is for supplies for use outside the United States, an evaluation factor of 50 percent will be applied to offers of end products that are not domestic or NAFTA country end products.

(2) Alternate I. If Alternate I to the clause at 52.225-21 is included in this solicitation, substitute the following paragraph (g)(1)(iii) for paragraph (g)(1)(iii) of this provision:

(g)(1)

(iii) Offers will be evaluated by giving certain preferences to domestic end products or Canadian end products over other end products. In order to obtain these preferences in the evaluation of each excluded end product listed in paragraph (b) of this provision, offerors must identify and certify below those excluded end products that are Canadian end products. Products that are not identified and certified below will not be deemed Canadian end products.

The offeror certifies that the following supplies qualify as "Canadian end products" as that term is defined in the clause entitled "Buy American Act -- North American Free Trade Agreement Implementation Act -- Balance of Payments Program":

---

[Insert line item numbers]

(h) Certification Regarding Debarment, Suspension or Ineligibility for Award (Executive Order 12549). The offeror certifies, to the best of its knowledge and belief, that --

(1) The offeror and/or any of its principals [ ] are, [ ] are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency, and

(2) [ ] Have, [ ] have not, within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, state or local government contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and [ ] are, [ ] are not presently indicted for, or otherwise criminally or civilly charged by a Government entity with, commission of any of these offenses.

(End of Provision)

## Past Performance Questionnaire

Send the completed Past Performance Questionnaire to:

HQ, Military Traffic Management Command

ATTN: MTAQ-AT (RM B24-L)

Contracting Officer, Anwar Ali

5611 Columbia Pike, Falls Church, VA 22041-5050

Request the completed questionnaire be forwarded within five days of receipt.

### Instructions (numbers below correspond to numbers contained in the questionnaire)

1. Give name of the Contractor for which this Past Performance Questionnaire and performance history is being submitted. Provide the name of the Contractor/address/point of contact and phone number of the Contractor performing the work. for the Company submitting this questionnaire.
2. Provide the name of the Company completing the questionnaire and for whom the work was performed. Include the Past Performance Reference name/address/point of contact and phone number.
3. Show date on which the questionnaire is prepared.
4. Indicate the type of contract the questionnaire is being completed to discuss. If more than one contract was performed, complete a questionnaire for each a questionnaire for each contract. Type of contract, IE, Official Travel Services for Government Personnel, Firm Fixed Price.
  - a. Indicate the start date of contract performance.
  - b. Indicate the completion date of contract performance.
  - c. Estimate the Volume of Work in dollars for the entire contract.
  - d. Estimate the work for which the Contractor was responsible.
5. Describe the work performed by the Contractor.
6. Assess the Contractor's performance by utilizing the scale provided.
  - a. 1 = Unsatisfactory; 2 = Marginal; 3 = Acceptable; 4 = Excellent; 5 = Outstanding
7. Describe the degree to which the Contractor's performance was capable, efficient, effective and conformed to the terms and conditions of its contract.
8. Describe the degreeto which customer satisfaction was met by the Contractor. Provide examples as applicable.
9. Describe the degree to which the Offeror demonstrated effective contract management. Include any information pertaining to claims and suits.
10. Provide any additional comments relevant to the Past Performance history of the Contractor.
11. Give the name, position, and signature of the person completing the questionnaire.

## Questionnaire

1. Past Performance Questionnaire is being completed for: (Company Name/Address/Point of Contact/Phone Number)
  
2. Past Performance Reference/Address/Point of Contact/Phone Number:
  
  
  
  
  
  
  
  
  
  
3. Date Questionnaire Prepared:
  
  
  
  
  
4. Contract Type/Dates of Contract Performance:
  - a. Start Date (actual or estimated):
  - b. Completion Date (actual or estimated):
  - c. Estimated Volume of Work for Entire Project: \$
  - d. Work for Which Firm Is Responsible: \$

5. Description of Work Performed:

6. Utilizing the following scale, indicate your assessment of the Performance of the Contractor specifically for the contract cited above.

1 = Unsatisfactory, 2 = Marginal, 3 = Acceptable, 4 = Excellent, 5 = Outstanding

	1	2	3	4	5
Capability of Contractor to satisfy contract requirements					
Efficiency of the Contractor in meeting requirements timely as identified in the contract					
Effectiveness of the Contractor in delivering items/services contracted for.					
Contractor's performance with regard to conforming to the terms and conditions of the contract					
Customer Satisfaction obtained by the contractor					



Contractor's demonstration of effective contract management					
---	--	--	--	--	--

7. Describe the degree to which the Contractor's performance was capable, efficient, effective and conformed to the terms and conditions of its contract.

8. Describe the degree to which customer satisfaction was met by the Contractor.

9. Describe the degree to which the Offeror demonstrated effective contract management.

10. Provide any additional comments relevant to the Past Performance history of the Contractor.

11. Questionnaire Completed by: (Name/Position/Signature)

# Experience Questionnaire

## Instructions (numbers below correspond to numbers contained in the questionnaire)

1. Give name and location of the project for which this questionnaire is being submitted. Provide appropriate data from the Commerce Business Daily (CBD) announcement identifying the particular project for which this questionnaire is being submitted.
  2. Give the date of the Commerce Business Daily in which the project announcement appeared, or indicate "not applicable" (N/A) if the source of the announcement is other than the CBD. Indicate RFP number as provided in the CBD announcement.
  3. Show date on which questionnaire is prepared. All information submitted shall be current and accurate as of this date.
  4. Type accurate and complete name of Offeror, its mailing/delivery address and World Wide Web address if any.
    - a. Indicate whether questionnaire is being submitted on behalf of a parent firm, a branch/subsidiary or joint venture office (branch/subsidiary office submissions should list only personnel in, and experience of, that office).
    - b. Give the address of the specific office which will have responsibility for performing the announced work.
    - c. Provide date the Offeror was established under the name shown in item 4.
    - d. Branches or subsidiaries of large or parent companies, conglomerates, should insert name and address of highest-tier owner.
    - e. If present Offeror is the successor to, or outgrowth of, one or more predecessor firms, show name(s) of former entity(ies) and the year(s) of their original establishment.
    - f. List the name, title, and telephone number of that principal who will serve as the point of contact. Such an individual must be empowered to speak for the Offeror on policy and contractual matters and should be familiar with the programs and procedures of the agency to which this questionnaire is directed.
  5. Check appropriate boxes indicating if Offeror is (a) large business; (b) a small business; (c) concern a small business concern owned and operated by socially and economically disadvantaged individuals; and, (d) woman-owned (See 48 CFR 19.101 and FAR 52.219-9).
  6. Describe the primary line of business and the categories of work that the Offeror normally performs with its own forces.
  7. Legal Structure Information - In order to be eligible for this project, Offeror organizations must legally exist prior to the time of Contract award. If the Offeror's organization legally exists or has been formed for this project, identify the nature of the entity or other arrangement. If the Offeror has not yet been formed, provide a brief description of the proposed legal structure. State whether major participants will have joint and several liability and/or identify any limitations of liability as between the organization's principal members. NEW FIRMS (not reorganized or recently-amalgamated firms) are eligible and encouraged to seek work from the Government in connection with performance of projects for which they are qualified. Such Offerors are encouraged to complete and submit this questionnaire. Questions dealing with personnel or experience may be answered by citing experience and capabilities of individuals in the firm based on performance and responsibility while in the employment of others.
- Legal Organization, licensing and filings - Specify type of organization by indicating type of ownership, or legal structure, of entity (corporation, incorporated joint venture, partnership, or joint venture partnership).
- a. List jurisdictions and trade categories in which Offeror is legally qualified to do business, and indicate registration or license numbers, if applicable.
  - b. List jurisdictions in which Offeror's corporation, partnership, joint venture or trade name is filed.
  - c. Answer only if this questionnaire is being submitted by an Offeror that is a corporation or incorporated joint venture.

- d. Answer only if this questionnaire is being submitted an Offeror that is a partnership, joint venture partnership, or partnership including corporations.
  - e. Indicate, by checking the appropriate box, whether the Offeror is a legally existing entity.
8. Office locations, telephone numbers and number of personnel:
- a. Beginning with the submitting office, list location, telephone numbers, and number of personnel for all associated or branch offices, (including any headquarters or foreign offices) which provide related services.
  - b. Show total personnel in all offices (should be sum of all personnel, all branches).
9. The Offeror shall list names and addresses of all such individuals or firms, as well as their particular areas of technical/professional expertise, as it relates to this project. Existence of previous working relationships should be noted. If the Offeror has more entries than space provided, the Offeror may attach an additional sheet containing requested information.
10. Using the tables provided, insert the appropriate index number to state average annual amount of travel service work by Offeror for the current calendar year (projections are allowed) and last four (4) calendar years, as well as the average annual amount over the five (5) years. The current year should be indicated first and the last four (4) years should be indicated in descending order (e.g., 1999, 1998, 1997, 1996 and 1995).
11. List up to five (5) projects worked on in the past five (5) years which demonstrate the Offeror's experience as it relates to capability to perform work similar to that likely to be required on this project. State the year work on that particular project was, or will be, commenced and completed. Show the estimated cost for that portion of the project for which the Offeror was primarily responsible.
12. Provide brief resumes for the key personnel and not more than a total of four resumes expected to participate on this project. If an individual has more than one highest degree, such as two Ph.D.'s, list both. If an individual is registered in several fields show all fields; if registered in several states, do not list states. Present a synopsis of the individual's experience, training, or other qualities which reflect potential contribution to this project. Include such data as: familiarity with Government procedures, similar type of work performed in the past, management abilities, etc. Please limit synopsis of experience to directly relevant information.
13. Through narrative discussion, indicate reasons why the Offeror believes it is especially qualified based upon experience to undertake the project. Offerors may say anything they wish in support of their qualifications or to demonstrate capabilities of Offeror. This item shall not exceed the five (5) pages provided in the questionnaire. Additional data, brochures, photos, etc. should not accompany the questionnaire.
14. Completed forms should be signed and dated by a corporate officer or principal of the Offeror.

**ALL INFORMATION CONTAINED IN THE QUESTIONNAIRE SHOULD BE CURRENT AND FACTUAL.**

**Questionnaire**

1. Travel Area(s) for which Offeror requests consideration for award:
2. Commerce Business Daily Announcement Date and RFP Identification Number:
3. Date Questionnaire Prepared:
4. Offeror Name, Business Address & Worldwide Web Address (if any):
  - a. Submittal is for:    ☐ Parent Company    ☐ Branch/Subsidiary Office    ☐ Joint Venture Office
  - b. Year Offeror Established:
  - c. Name of Parent Company, if any:
  - d. Former Parent Company Name(s), if any, and Year(s) Established:
  - e. Name, Title, Telephone Number and e-mail Address (if any) of Primary Contact:
5. Specify type of ownership by checking below, if applicable.  
☐ Large Business    ☐ Small Business    ☐ Small Disadvantaged Business    ☐ Woman-owned Business

6. Describe primary line of Business that the Offeror normally performs with its own forces:

7. Legal Organization, licensing and filings. Specify type of organization by checking below:

☐ Corporation   ☐ Limited Liability Corporation   ☐ Incorporated Joint Venture   ☐ Partnership   ☐ Joint Venture Partnership

a. List jurisdictions and trade categories in which Offeror is legally qualified to do business, and indicate registration or license numbers, if applicable:

b. List jurisdictions in which Offeror's corporation, partnership or trade name is filed:

c. If Offeror is a corporation or incorporated joint venture, answer the following:

i. State of incorporation:

ii. Type of corporation (if applicable):

iii. President's name:

iv. Vice-president's name(s):

v. Secretary's name:

vi. Treasurer's name:

d. If Offeror is a partnership or a joint venture partnership, answer the following;

i. Date of organization:

ii. Type of partnership (if applicable):

iii. Name(s) of general partner(s):

e. Is the Offeror a legally existing entity? \_\_\_\_ Yes \_\_\_\_ No

8. List Offeror Current Offices and Information:

a. City/State/Telephone/Number of Personnel in Each Office

b. Total Personnel \_\_\_\_

9. List key consultants/major subcontractors anticipated for this project.

Specialty	Consultants/Subcontractor Name & Address	Worked with Offeror before (Yes or No)
1.		
2.		
3.		

10. Summary of Travel Service Volume including Government Official, Government Leisure and Industry or Non-Government travel services over the last five (5) Calendar years (current year first; insert index number from appropriate index listing below:

<b>Volume of Travel Services</b>	<b>19__</b>	<b>19__</b>	<b>19__</b>	<b>19__</b>	<b>19__</b>	<b>Average</b>
Government Official						
Government Leisure						
Non-Government						

**Travel Management Services Volume Index:**

<b><u>Index</u></b>	<b><u>Volume</u></b>
1	Less than \$1 million
2	\$1 million to \$5 million
3	\$5 million to \$15 million
4	\$15 million to \$25 million
5	\$25 million to \$35 million
6	\$35 million to \$50 million
7	\$50 million or greater



11. Indicate work by the Offeror in the last five years which best illustrates experience relevant to this project.

a. Project Name & Location:

b. Nature of Firm's Responsibility:

c. Project Owner's Name & Address:

d. Start Date (actual or estimated):

e. Completion Date (actual or estimated):

f. Estimated Volume of Work for Entire Project: \$

Work for Which Firm Is Responsible: \$

g. The Offeror is encouraged to submit additional information to help demonstrate experience relevant to the project:

11. (continued). Indicate work by the Offeror in the last five years which best illustrates experience relevant to this project.

a. Project Name & Location:

b. Nature of Firm's Responsibility:

c. Project Owner's Name & Address:

d. Start Date (actual or estimated):

e. Completion Date (actual or estimated):

f. Estimated Volume of Work for Entire Project: \$

Work for Which Firm Is Responsible: \$

- g. The Offeror is encouraged to submit additional information to help demonstrate experience relevant to the project:

11. (continued) Indicate work by the Offeror in the last five years which best illustrates experience relevant to this project.

a. Project Name & Location:

b. Nature of Firm's Responsibility:

c. Project Owner's Name & Address:

d. Start Date (actual or estimated):

e. Completion Date (actual or estimated):

f. Estimated Volume of Work for Entire Project: \$                      Work for Which Firm Is Responsible: \$

- g. The Offeror is encouraged to submit additional information to help demonstrate experience relevant to the project:

11. (continued) Indicate work by the Offeror in the last five years which best illustrates experience relevant to this project.

a. Project Name & Location:

b. Nature of Firm's Responsibility:

c. Project Owner's Name & Address:

d. Start Date (actual or estimated):

e. Completion Date (actual or estimated):

f. Estimated Volume of Work for Entire Project: \$

Work for Which Firm Is Responsible: \$

g. The Offeror is encouraged to submit additional information to help demonstrate experience relevant to the project:



11. (continued) Indicate work by the Offeror in the last five years which best illustrates experience relevant to this project.

a. Project Name & Location:

b. Nature of Firm's Responsibility:

c. Project Owner's Name & Address:

d. Start Date (actual or estimated):

e. Completion Date (actual or estimated):

f. Estimated Volume of Work for Entire Project: \$

Work for Which Firm Is Responsible: \$

- g. The Offeror is encouraged to submit additional information to help demonstrate experience relevant to the project:

12. Brief resume of key persons, specialist, and individual consultants anticipated for this project.

- a. Name & Title:
- b. Project Assignment:
- c. Anticipated percent of their time that will be committed to this Project: \_\_\_\_ %
- d. Current Employer:
- e. Years experience: \_\_\_\_ With Current Employer \_\_\_\_ With Other Employers
- f. Education and Specialized Training: degree(s)/graduation date(s)/fields or specialization.
- g. Active Registration and Licensing: Year First Registered/State/Discipline:
- h. Summary listing of relevant projects:
- i. Other Experience and Qualifications relevant to the proposed project:

12. (continued).

- a. Name & Title:
- b. Project Assignment:
- c. Anticipated percent of their time that will be committed to this Project: \_\_\_\_ %
- d. Current Employer:
- e. Years experience: \_\_\_\_ With Current Employer \_\_\_\_ With Other Employers
- f. Education and Specialized Training: degree(s)/graduation date(s)/fields or specialization.
- g. Active Registration and Licensing: Year First Registered/State/Discipline:
- h. Summary listing of relevant projects:
- i. Other Experience and Qualifications relevant to the proposed project:

12. (continued).

- a. Name & Title:
- b. Project Assignment:
- c. Anticipated percent of their time that will be committed to this Project: \_\_\_\_ %
- d. Current Employer:
- e. Years experience: \_\_\_\_ With Current Employer \_\_\_\_ With Other Employers
- f. Education and Specialized Training: degree(s)/graduation date(s)/fields or specialization.
- g. Active Registration and Licensing: Year First Registered/State/Discipline:
- h. Summary listing of relevant projects:
- i. Other Experience and Qualifications relevant to the proposed project:

12. (continued).

- a. Name & Title:
- b. Project Assignment:
- c. Anticipated percent of their time that will be committed to this Project: \_\_\_\_ %
- d. Current Employer:
- e. Years experience: \_\_\_\_ With Current Employer \_\_\_\_ With Other Employers
- f. Education and Specialized Training: degree(s)/graduation date(s)/fields or specialization.
- g. Active Registration and Licensing : Year First Registered/State/Discipline:
- h. Summary listing of relevant projects:
- i. Other Experience and Qualifications relevant to the proposed project:

13. Use the next five pages to provide additional relative information specifically addressing Evaluation Factor 2, Relative Capability - Experience. This information shall be provided in a narrative format.

13. (continued).



13. (continued).

13. (continued).

13. (continued).

14. The foregoing is a statement of facts.

Signature:

Printed Name:

Date: